

Institutional Effectiveness Plan Academic Year 2019-2020



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Table of Contents

INSTITUTIONAL EFFECTIVENESS PLAN.....	4
EVALUATIVE PROCESSES	7
GENERAL EDUCATION COMPETENCIES	10
VISION	12
MISSION STATEMENT	12
CORE VALUES	13
COLLEGE GOALS	14
Diversity Plan.....	15
Marketing Plan.....	16
Resource Development Plan	17
Technology Plan	18
OUTCOME ASSESSMENT REPORTS.....	19
Board of Trustees	20
President’s Office.....	23
Vice President of Instruction	29
<u>Curriculum</u>	
Arts & Sciences.....	33
Biology.....	40
English	44
History & Political Science.....	47
Math	52
Social Sciences.....	57
Air Conditioning, Heating and Refrigeration Technology	59
Automotive Systems Technology	64
Basic Law Enforcement Training	66
Business Administration	71
Criminal Justice	78
Culinary.....	84
Dental Assisting	86
Early Childhood Education.....	93
Electrical Systems Technology.....	101
Facilities Maintenance Technology	106
Food Service Technology	108
Forest Management Technology.....	110
General Education Competencies	118
Gunsmithing.....	132
Human Services Technology	136
Hunting & Shooting Sports Management.....	145

Industrial Systems Technology.....	153
Information Technology	158
Computer-Integrated Machining Technology.....	165
Mechatronics Engineering Technology	167
Medical Assisting.....	170
Medical Office Administration	174
Metal Engraving.....	179
Nurse Aide Program	183
Office Administration	187
Phlebotomy	194
Associate Degree Nursing.....	200
Practical Nursing.....	203
Sustainable Agriculture.....	209
Taxidermy	211
Welding.....	217
<u>Continuing Education</u>	
Continuing Education Division	219
CE: Business and Industry Services	221
CE: Health and Public Safety Programs	224
CE: Heritage Crafts.....	227
CE: NRA Short Term Courses.....	229
College & Career Readiness Program	234
NCWorks	239
Small Business Center	241
<u>Other Services/Support Units</u>	
Administrative Services	247
Student Services.....	258
Information Technology Department	262
Institutional Effectiveness.....	265
Distance Learning	268
Library.....	272
Prison Programming	276
Professional Development	278
Public Information Office	280
Resource Development	284
Appendix A – New Positions Approved.....	287

INSTITUTIONAL EFFECTIVENESS PLAN

HISTORY AND PHILOSOPHY

The Southern Association of Colleges and Schools Commission on Colleges, Inc. (SACSCOC) introduced a new emphasis to the process of institutional accreditation during the 1980's through the approval of Section III of the Criteria for Accreditation. This section represented an expansion of the process that emphasized the results of education and focused on the extent to which the institution used assessment information to reevaluate goals, make quality improvements, and plan for the future. In 1985, SACSCOC began using the term "institutional effectiveness" to mean "outcomes assessment." By the late 1990's, SACSCOC began a revision of the accreditation process emphasizing this concept of institutional effectiveness. SACSCOC bases its accreditation of degree-granting higher education institutions and entities on requirements published in the Principles of Accreditation: Foundation for Quality Enhancement. Today, institutional effectiveness is at the heart of the of the accreditation process. A core requirement and several other standards now focus on assessment, evaluation and the use of results for institutional and program improvement.

INSTITUTIONAL EFFECTIVENESS AT MONTGOMERY COMMUNITY COLLEGE

Institutional Effectiveness (IE) at Montgomery Community College (MCC) is an integral part of the college's quest for continuous quality improvement in its academic programs, academic support services, and operational functions. MCC is committed to the IE philosophy guided by the Planning Council. The mission of the Planning Council is to facilitate, review, monitor and support institutional research, planning and assessment processes in collaboration with faculty and staff in all academic, academic support, and operational areas to advance the MCC mission. The Planning Council's mission ensures that MCC engages in ongoing, systematic and institution-wide evidence-based planning and evaluation activities that result in continuous quality improvements and mission accomplishment.

STRUCTURE

At MCC, IE is a broad-based, ongoing, integrated system of planning, evaluation and evidence-based decision-making to improve programs and services. More specifically, MCC uses the IE process to assess whether programs and services are doing what they say they are doing, how well they are doing, and where the opportunities are for program improvement. This assessment process is based on developing expected outcomes that are measurable and using the results to implement quality interventions.

The critical importance of institutional effectiveness has led SACSCOC to establish principles that MCC addresses through the accreditation reaffirmation process. These principles include:

2.1: The institution has a clearly defined, comprehensive, and published mission specific to the institution and appropriate for higher education. The mission addresses teaching and learning and, where appropriate, research and public service. (*Institutional Mission*)[CR]

7.1: The institution engages in ongoing, comprehensive, and integrated research-based planning and evaluation processes that (a) focus on institutional quality and effectiveness and (b) incorporate a systematic review of institutional goals and outcomes consistent with its mission. (*Institutional Planning*)[CR]

7.2: The institution has a QEP that (a) has a topic identified through its ongoing, comprehensive planning and evaluation processes; (b) has broad-based support of institutional constituencies; (c) focuses on improving specific student learning outcomes and/or student success; (d) commits resources to initiate, implement, and complete the QEP; and (e) includes a plan to assess achievement. (*Quality Enhancement Plan*)

5.4: The institution employs and regularly evaluates administrative and academic officers with appropriate experience and qualifications to lead the institution. (*Qualified administrative/academic officers*)

8.2: The institution identifies expected outcomes, assesses the extent to which it achieves these outcomes, and provides evidence of seeking improvement based on analysis of the results in the areas below:

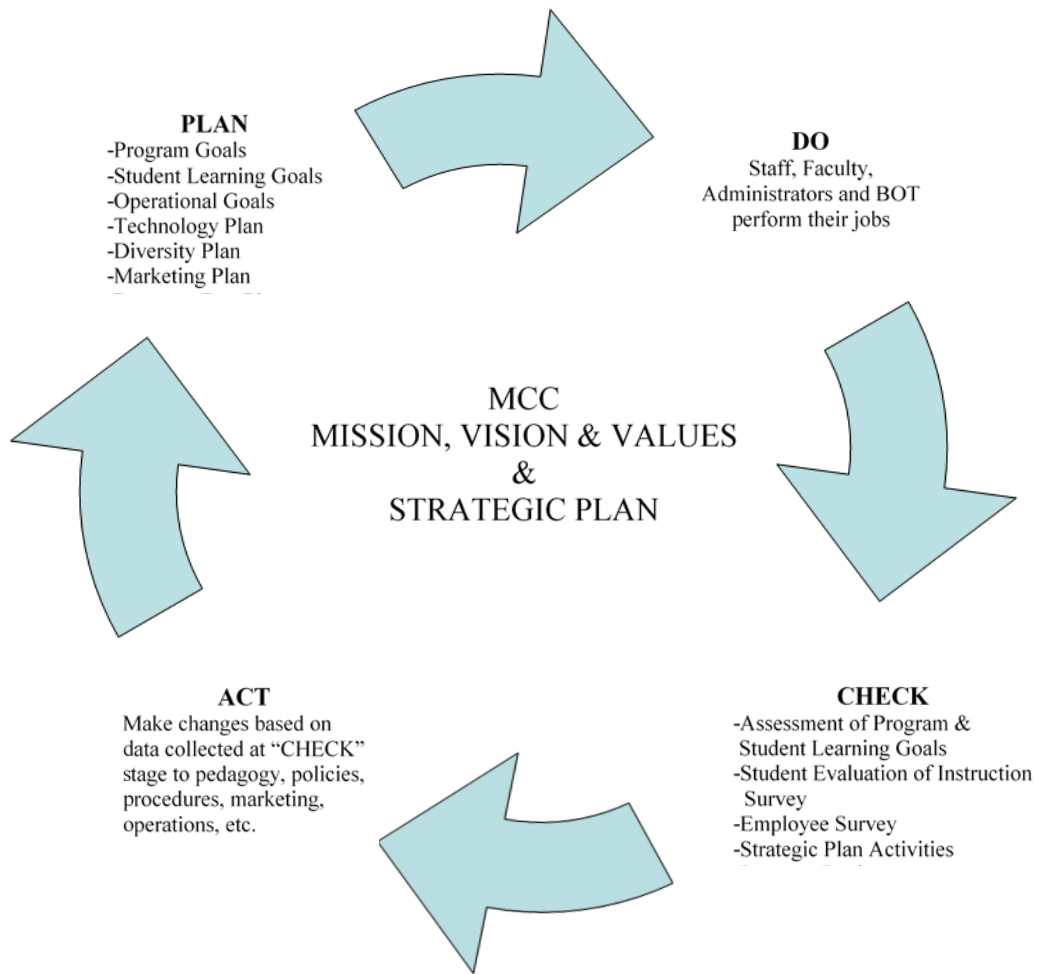
- a. Student learning outcomes for each of its educational programs. (*Student outcomes: educational programs*)
- b. Student learning outcomes for collegiate-level general education competencies of its undergraduate degree programs. (*Student outcomes: general education*)
- c. Academic and student services that support student success. (*Student outcomes: academic and student services*)

6.3: The institution publishes and implements policies regarding the appointment, employment, and regular evaluation of faculty members, regardless of contract or tenure status. (*Faculty appointment and evaluation*)

8.1: The institution identifies, evaluates, and publishes goals and outcomes for student achievement appropriate to the institution's mission, the nature of the students it serves, and the kinds of programs offered. The institution uses multiple measures to document student success. (*Student achievement*)[CR]

9.1: Educational programs (a) embody a coherent course of study, (b) are compatible with the stated mission and goals of the institution, and (c) are based on fields of study appropriate to higher education. (*Program Content*)[CR]

Source: The Principles of Accreditation: Foundations for Quality Enhancement, Commission on Colleges of the Southern Association of Colleges and Schools, Sixth Edition: First Printing.



MCC Planning Model

EVALUATIVE PROCESSES

MCC uses five processes to evaluate institutional effectiveness:

1. Annual review of the institution's Mission, Vision, Values, and Goals.
2. Annual review of the Strategic Plan and the strategic planning process, including the 5-year environmental scan and S.W.O.T. analysis.
3. Annual review of student learning, program and operational outcomes as an ongoing, comprehensive, integrated, systematic process. This process is documented for each program in the Outcomes Assessment Report.
4. Triennial review of the status and accomplishments of each College unit as guided by MCC Mission Statement. This review is documented in the Program Review Report.
5. Annual review of Operational Plans:
 - a. Business Continuity Plan
 - b. Diversity Plan
 - c. Facility Master Plan
 - d. Institutional Effectiveness Plan
 - e. Marketing Plan
 - f. Quality Enhancement Plan (QEP), if applicable.
 - g. Resource Development Plan
 - h. Technology Plan

The following represents an overview of the five evaluative processes:

1. **Mission, Vision, Values and Goals** – Mission statements reflect the direction of MCC, as well as the direction of each academic program, academic support service and operational service in the College. These statements are the foundation for planning and assessment and serve to identify the purpose, function and stakeholders of MCC as well as the individual programs it offers.

The vision statement aligns with the MCC mission and presents the ultimate aim of the College.

Value statements are driven by the MCC mission and reveal the most important attributes that exemplify the character and practices of the College.

Goal statements are general purposes statements that reveal a specific pathway by which the College addresses its mission.

Mission, vision, values, and goals are developed by MCC's administration in collaboration with faculty, staff, and community stakeholders and approved by the College's Board of Trustees.

2. **Strategic Plan** – Strategic planning involves the development of the College’s goals that support MCC’s mission, vision, and values. Goals are mission-directed, general-purpose statements that present specific achievements of the institution. A key component of this planning process is environmental scanning, or collecting information on the College’s internal conditions and capabilities, as well as conditions in the external environment such as competitive and general contextual factors. Environmental scanning (a comprehensive compilation of stakeholder input) data is useful in determining the College’s strengths and weaknesses and in calculating opportunities and threats in the organization’s environment, (S.W.O.T. analysis). This information is vital to the analysis and evaluation of options for moving the College in the most desirable direction based on resources, (i.e. people, budget, structure, and technologies). The development of the Strategic Plan has broad-based input, is developed, reviewed and approved by the College’s administration and the Board of Trustees.

3. **Outcomes Assessment Report**– A formal, comprehensive, ongoing and systematic process of outcomes assessment is conducted annually using the Outcomes Assessment Report (OAR) format by the College’s academic programs, academic support services, and operational services. OARs document the assessment of student learning (including General Education), program and operational outcomes and the associated quality improvements. OARs provide each program’s goals. For each goal, expected outcomes, relevant measures and results are presented. Finally, evidenced-based improvements are proposed and carried over to the next year’s OARs as a means of closing the assessment loop.

Programs should include as many of their faculty and staff as possible for collaboration in the development of goals and outcomes and analysis of results and quality improvements. The Director of Institutional Effectiveness facilitates the OAR process with program and department heads for the purpose of improving College programs and services for students.

4. **Program Review Report** – The Program Review Report is completed at the conclusion of an academic year and presents accomplishments and an overall analysis of how a program or unit is performing. The Program Review is presented as a “state-of-the-program” report and provides a picture of the status of the program. Completed OARs are included in the Program Review as a supplemental document. Further, a section is provided for reporting anticipated needs for sustainability and program improvements.

5. **Operational Plans** – MCC maintains the following operational plans for the purpose of long-range planning, program implementation, assessment, and quality improvement:

A. **Business Continuity Plan** - a comprehensive, integrated method for operating the College in the event of a disruption, whether major or minor, affecting service delivery. The Business Continuity Plan is coordinated through the President’s Office.

- B. Diversity Plan** – a comprehensive program that advances opportunities to create and maintain policies and programs that promote a diverse faculty, staff, administration and student body which reflect the diversity of our service area. The Diversity Plan is developed by the Diversity Committee.
- C. Facility Master Plan** – a comprehensive view of the physical and programmatic aspects of the College campus and facilities that describes efficiency and utilization of current structures, as well as identification of future needs. The Facilities Master Plan is coordinated through the Office of Institutional Effectiveness.
- D. Institutional Effectiveness Plan** – a comprehensive, integrated, systematic method for institutional research, planning and assessment processes in all areas of the College that advance continuous improvement, as well as the College mission. The Institutional Effectiveness Plan is coordinated by the Office of Institutional Effectiveness.
- E. Marketing Plan** - provides guidance for planning and executing strategies to create and maintain brand identity and to reach target markets. The Marketing Plan is developed by the Public Information Officer.
- F. Quality Enhancement Plan (QEP)** – a carefully designed and focused course of action that addresses a well-defined topic or issue(s) related to enhancing student learning. The QEP complements the College’s ongoing, integrated, institution-wide planning and evaluation process. The QEP Plan is developed by the QEP Committee.
- G. Resource Development Plan** - provides guidance for planning and executing strategies to enable everyone to further his/her education. The Resource Development Plan provides information with regard to MCC’s Foundation and grant goals. The Resource Development Plan is developed by the Foundation Executive Director, under the guidance of the MCC Foundation Board.
- H. Technology Plan** – a comprehensive, integrated method for the utilization of electronic medium in the delivery of instructional and instructional support services. The Plan supports the preparation of all students, faculty and staff with the knowledge and skills necessary for productive employment. It also addresses the infrastructure, equipment, software, hardware, security measures, usage policies, and staff training needed for effective use of technology. The Technology Plan is developed by the Information Technology Department.

GENERAL EDUCATION COMPETENCIES

In keeping with the mission and goals of the College, all students graduating from Montgomery Community College's Associate Degree programs are given opportunities for the achievement of competence in five core concept areas that embody general education knowledge and skills. These core concepts include *technology literacy, fundamental math skills, competence in reading, writing, and oral communication*. The concepts are embedded in and reinforced throughout required coursework. The College provides an annual report on the expected general education competencies, their respective assessments, and, if applicable, the plan to seek improvement via the General Education Competencies Outcome Assessment Report.

IE PLANNING CALENDAR FOR 2019-2020

JULY	AUGUST	SEPTEMBER	OCTOBER
<p>Director of IE compiles all 18-19 assessed OARs and 19-20 planned OARs into annual IE Plan.</p> <p>President’s Office reviews Team Membership and appoints new members as needed, with assignments taking effect in August.</p> <p>Updating of Strategic Plan 2020-2025 begins.</p>	<p>Director of Institutional Effectiveness notifies appropriate Programs and/or Departments of the Program Review deadline of November 11th. Pertinent data for these reviews is provided at this time.</p> <p>Deploy Needs Survey for Strategic Plan 2020-2025.</p> <p>Conduct Focus Groups for Strategic Plan 2020-2025.</p>	<p>September BOT Institutional Effectiveness Plan for 19-20 completed and presented to the Board of Trustees at Monthly Meeting.</p> <p>State Budget presented to the Board of Trustees for approval (pending budget action from NC General Assembly).</p> <p>Institutional Effectiveness Plan for 19-20 distributed to faculty and staff.</p> <p>Compile Strategic Plan 2020-2025 Survey & Focus Group results and present preliminary information to various stakeholders.</p> <p>Begin drafting Strategic Plan 2020-2025.</p>	<p>October 1st Annual Report information due to Public Information Officer.</p> <p>Strategic Plan Activities for prior academic year report completed and presented to the Board of Trustees at Monthly Meeting.</p> <p>Continued drafting of Strategic Plan 2020-2025.</p>
NOVEMBER	DECEMBER	JANUARY	FEBRUARY
<p>November 11th Program/Department Reviews due to Respective Program/Unit Supervisors.</p> <p>November 13th Present Strategic Plan 2020-2025 draft to Board for 1st read</p>	<p>December 1st Director of IE identifies Reviewers for Program Reviews and sends out the appropriate completed reviews to same.</p>	<p>Initial local budget requests developed.</p> <p>January 8th Board of Trustees 2nd read and approval of Strategic Plan 2020-2025</p> <p>January 30th Program Reviews by Review Teams have been completed and Write-up provided.</p>	
MARCH	APRIL	MAY	JUNE
<p>Straw budget reports due to Vice President of Administrative Services by deadline established by Business Office. Equipment Requests are submitted as a part of the Straw Budget.</p> <p>Planning Council chair emails personnel to remind them of April 28th deadline (OARs Y19-20 with assessment, OARS Y20-21)</p>	<p>April 28th Curriculum Y19-20 Student Learning and Program outcomes with assessments completed are due to Division Chairs & Directors.</p> <p>Y20-21 Student Learning and Program outcome plans, submitted on OARs forms (tied to budget requests) are due to Division Chairs & Directors by all curriculum programs.</p>	<p>Annual Employee Survey conducted.</p>	<p>Begin compilation of 19-20 assessed OARs and 20-21 planned OARs into annual IE Plan.</p>

Approved by Planning Council July 30, 2019

NOTES: OAR = Outcomes Assessment Report

VISION

Montgomery Community College will be
a place of discovery, critical thinking, and educational excellence;
a centerpiece for life-long learning –
for our students, faculty, staff, and community.

MISSION STATEMENT

Montgomery Community College provides quality educational opportunities.

CORE VALUES

Excellence

We value . . .

- . . . continuous growth and improvement in every aspect of campus life.
- . . . securing and providing adequate resources so that improvements can be seen and measured.
- . . . freedom to instruct students using various techniques and the development of methods that will help them achieve their maximum potential.
- . . . personal and professional development of all staff and faculty.
- . . . courage to provide leadership, to take risks, to welcome change, and to persevere.

Honesty & Integrity

We value . . .

- . . . academic and personal honesty as essential elements in education.
- . . . integrity which binds us to fairness, to truth, and to actions and philosophies that meet the highest ethical standards.
- . . . intellectual honesty and academic freedom, and pledge to foster an environment of trust and responsibility in the learning community.

Learning

We value . . .

- . . . learning as a lifetime reward.
- . . . input from learners in the achievement of their goals.
- . . . empowered learning in a high-tech/human-touch environment.

Commitment

We value . . .

- . . . prompt, fair, friendly, courteous, and people-oriented service to our communities, to our stakeholders, and to each other.
- . . . a safe and nurturing educational environment.
- . . . opportunities to help make our community, state, nation, and the world a better place in which to live and to work.

Respect

We value . . .

- . . . diversity of life experiences and contributions of the students, staff, and faculty that assist with enrichment of the learning community.
- . . . the responsibility of treating people with dignity and respect whereby each team member operates unselfishly for the benefit of all stakeholders.

Communication

We value . . .

- . . . open and honest dialogue, feedback, and active listening, flowing in all directions.
- . . . teamwork, cooperation, collaboration, innovation, and creative problem solving.

COLLEGE GOALS

2014-2019

In accomplishing our mission, we commit our resources to serving all students in the successful achievement of their educational goals through the implementation of these strategic college goals:

- Goal 1:** Develop and implement **instructional programs and student support services**, in traditional and distance learning formats, consistent with the assessed needs of the constituent groups in the College's service area and with state, regional, and national standards.
- Goal 2:** Provide **facilities, technologies**, and information services that enhance student learning.
- Goal 3:** Support businesses, industries, and **community initiatives** through educational services that facilitate economic growth and workforce training.
- Goal 4:** Create a culture for employing and retaining **quality faculty and staff** to support student success.
- Goal 5:** Develop, and manage human, financial, and infrastructure resources essential to **fiscal stability** and meeting student and community needs.
- Goal 6:** Consistent with accrediting standards and the College mission, engage in ongoing, systematic institutional planning and evidence-based assessment, resulting in continuous quality improvement and **institutional effectiveness**.

Montgomery Community College

Diversity Plan

Introduction

Montgomery Community College and the Board of Trustees endeavor to create and maintain a quality educational environment that supports policies that promote a diverse faculty, staff, administration and student body, which reflect the diversity of our service area. (MCC Policy Manual)

The Diversity & Cultural Affairs Team provides opportunities for creative and cultural exchange of ideas and as a result, establishes a plan for recognizing and promoting diversity that is accountable, creative, and realistic to reflect the needs of the service delivery area.

Purpose

The Diversity & Cultural Affairs Team's role is to assess the diversity of the College's service area and to ensure that the administration, staff, faculty, and student populations recognize and welcome diversity as an integral part of life at Montgomery Community College. The Team will also coordinate and schedule cultural activities to enhance cultural awareness and opportunities for staff, faculty, students and citizens of Montgomery County.

Diversity Goals

Annually, the Diversity & Cultural Affairs Team will:

- Promote diversity in the student enrollment and the faculty and staff populace, which is reflective of the service area community.
- Provide feedback and suggestions related to the College's support services to enhance and promote diversity.
- Coordinate annual cultural awareness activities with other MCC teams.
- Host cultural event(s) on campus which are reflective of the MCC service area and which provide opportunities for students, staff and faculty to enhance awareness of other cultures.
- Celebrate diversity on campus with various displays throughout the school year.
- Attend at least one conference on cultural diversity, if the availability of funding permits.

Montgomery Community College

Marketing Plan

Introduction

Montgomery Community College is a public two-year college and member institution of the North Carolina Community College System. As such, the college adheres to the guidelines for advertising for NC community colleges as specified by the NCCCS Presidents' Association.

Marketing Mission

In support of the Mission and Goals of Montgomery Community College, all college marketing provides positive, effective, and transparent communications in promoting the college's programs, initiatives and activities via internal and external media sources.

Marketing Goals

Annually, the Public Information Officer will:

- Conduct research to develop marketing objectives, using appropriate data sources. The Public Information Officer will rely on the Marketing Team and other stakeholders to provide guidance on designing marketing strategies.
- Develop marketing objectives that support the college's mission and goals, to reach identified and potential target markets.
- Create materials for recruiting purposes.
- Disseminate materials and/or information to potential markets, as well as respond to marketing requests.

Montgomery Community College

Resource Development Plan

Foundation Mission

The Montgomery Community College Foundation supports the mission of Montgomery Community College to enable everyone to further his/her education. The Foundation will solicit and carefully manage funds for scholarships, awards, equipment, books, and other purposes to enable and enrich the college experience for students.

Foundation Goals

Annually, the Resource Development Director, under the guidance of the MCC Foundation Board, will:

- Plan and facilitate MCC Foundation fundraising events.
- Plan and facilitate the MCC Foundation scholarship award event.
- Participate in college and community programs to promote and/or market the MCC Foundation.
- Prepare and disseminate periodic reports to stakeholders.

Grant Introduction

Montgomery Community College is primarily operated using state and county funding sources. Because these funding sources are limited, the College seeks out external financial resources, federal, state, local and private sector grants, in support of college priorities.

Grant Goals

Annually, the Resource Development Director will:

- Assist in identifying grant opportunities.
- Assist in the collaborative writing requirements for grant proposals.
- Assist in post award monitoring and compliance of grants.
- Participate in professional development related to grants (opportunities, writing, and/or administration) when funding is available.

Montgomery Community College

Technology Plan

Introduction

The purpose of Montgomery Community College's Information Technology department is to promote and support information technologies appropriate to the academic and administrative needs of the college. The Information Technology department manages the voice, data and cable networks that facilitate communications on and off campus. The department provides assistance, education, consulting and troubleshooting services for students, faculty and staff regarding the use of computing hardware, software, and peripherals in offices, classroom and laboratories. IT staff collaborate with faculty in the use and adoption of new information technologies in instruction. The department also manages the central administrative databases, information systems and computer hardware that support the business systems of the college.

In addition to providing information technology services, the department coordinates the provisioning of hardware, software and other technology-based services for the entire college in order to assure integration of computing resources and the coordination of service delivery.

Mission

The Mission of the Information Technology Department is to provide secure, reliable, and integrated technology solutions in alignment with academic and administrative goals, while delivering excellence in customer service.

Goals

Annually, the Information Technology Department will:

- Develop college computing technology to advance and enhance teaching and learning.
- Enhance the IT network infrastructure to promote improved reliability, availability, cost-effectiveness and security while improving the integration, collaboration and communications service offerings.
- Develop administrative systems to enhance productivity.
- Develop outstanding IT client services support for academic areas.
- Maintain all system and system access to state audit standards.

OUTCOME ASSESSMENT REPORTS

Board of Trustees Outcomes Assessment Report

2018-2019

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Action Plan
1	<p>Increase the Board's awareness of their responsibilities and the progress toward fulfilling those responsibilities.</p> <ul style="list-style-type: none"> • By providing better ongoing training to current members • Creating an orientation package for new members 	Board Minutes, NCACCT seminar attendance, Board Checklist	<p>Partial Met</p> <p>Draft Board of Trustees Handbook presented to BOT at May 2019 meeting, and an update was presented at the June 2019 meeting. (Handbook was distributed to Board Members at the October 9, 2019 meeting.)</p> <p>Director of IE prepared a checklist for Board Member's use to identify when certain annual topics are typically covered/ handled by the Board (shared at December 2018 and January 2019 meetings).</p>	<p>Future Actions Planned Based on Results</p> <p>Board will utilize the new handbook in 2019-2020, and will enhance Board orientation to see if these two items increase Board's knowledge and awareness.</p> <p>Board will have a session on the Handbook at the Board Retreat in 2020.</p> <p>Will carry this goal forward to 2019-2020.</p>
2	Increase Board knowledge and public awareness of the CTE Building and its impact on educational opportunities in the county.	Board Minutes, Board held and/or participation in community forums	<p>MET</p> <p>CTE Information shared at Board Meetings or with outside groups in 18-19:</p> <ul style="list-style-type: none"> • EducationNC on campus of MCC August 2018 • President hosted the Rotary Program October 2018 • CTE/MOU January 2019 • New Programs to be offered in CTE Building February 2019 • President reported on meeting re CTE building/funding with MCS & state representatives February 2019 	<p>Future Actions Planned Based on Results</p> <p>MCC is not yet in the CTE building – due to construction delays.</p> <p>Board will tour the CTE building as a part of its November 2019 meeting.</p> <p>Will carry this goal forward to 2019-2020.</p>

Board of Trustees Outcomes Assessment Report

2018-2019

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Action Plan
			<ul style="list-style-type: none"> • President Met with System President Hans February 2019 • Additional Faculty Positions needed 19-20 (CTE related) March 2019 • President Presentation to Mt. Gilead Civitan Club March 2019 • Central High School & CTE Building Tour March 16, 2019 • Dean of Continuing Education gave Ameriqua representatives a tour of the CTE Building June 2019 • Vice President of Instruction's Monthly Drone Video of CTE Building and Central High School building progress (November 2018 – June 2019) 	

Board of Trustees Outcomes Assessment Report

2019-2020

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Action Plan
1	<p><i>Continued from 2018-19:</i></p> <p>Increase the Board's awareness of their responsibilities and the progress toward fulfilling those responsibilities.</p> <ul style="list-style-type: none"> • By providing better ongoing training to current members • Creating an orientation package for new members 	Board Minutes, NCACCT seminar attendance, Board Checklist		
2	<p><i>Continued from 2018-19:</i></p> <p>Increase Board knowledge and public awareness of the CTE Building and its impact on educational opportunities in the county.</p>	Board Minutes, Board held and/or participation in community forums		
3	<p><i>New for 2019-2020:</i></p> <p>Increase Board knowledge and participation in guiding the creation of the College's mission, goals & vision.</p>	Board Minutes, Strategic Planning activities		

President's Office Operational Outcomes Assessment Report

2018-2019

No.	Expected Operational Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Actions Planned
College Goal that your Operational Outcome Supports: All goals				
1	<p><i>Continued from 2017-2018</i></p> <p>Review the Strategic Plan annually with final BOT review in February.</p> <p>Updates or addendums identified by the Board of Trustees will be made accordingly.</p> <p>An annual report of activities by MCC, which supports the Strategic Plan, is provided to the Board of Trustees during the fall semester.</p>	Complete the plan for review and approval by the Planning Council, Administrative Cabinet and MCC Board of Trustees.	<p>MET</p> <p>The Board Retreat in March included a review of the 2014-2019 Strategic Plan, and a discussion about starting the process for writing a new / updated Strategic Plan.</p> <p>The 2017-2018 Strategic Plan Activities report was shared with the Board of Trustees at the October 10, 2018 meeting.</p>	<p><u>Future Actions Planned:</u> Carry Forward to 2019-20</p>
2	<p><i>Continued from 2017-2018</i></p> <p>The Facility Master Plan will be reviewed annually and adjustments will be made during this annual review with approval of the BOT.</p>	The current plan was approved in April 2015 by the BOT. It was updated in March 2018 at the Board meeting.	<p>MET</p> <p>The Board Retreat in March included a review of the Facility Master Plan, which included updates in "Facility Needs and "Other Capital Needs."</p>	<p><u>Future Actions Planned:</u> Carry Forward to 2019-20</p>

President's Office Operational Outcomes Assessment Report

2018-2019

No.	Expected Operational Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Actions Planned
3	<i>Continued from 2017-2018</i> Make data-driven programming decisions based on evaluation and success indicators. Create the Fact Book into a live document with dashboard.	IE data sources	MET The Fact Book was added in an online version to the MCC webpage. Data has been distributed to VP's and is used in program, budget, and support services decision making. Additional sources of information come from cost analysis by program file.	<u>Future Actions Planned:</u> Carrying forward the "Make data-driven programming decisions based on evaluation and success indicators" to 2019-2020. Since the Fact Book online version goal was completed, no need to carry that forward.
4	<i>Continued From 2017-2018</i> Monitor construction plan and finish projects related to Connect NC Bond expenditures.	NC Connect Bond and internal documentation identifying priorities (minutes, memos, etc.)	MET Construction updates are given in each Cabinet meeting and each Board of Trustee meeting. Progress is continuing on construction projects with an expected completion of Connect NC Bond project by June of 2020.	<u>Future Actions Planned:</u> Carry forward to 2019-20
5	<i>Continued from 2017-2018</i> Review and align programs and services to the needs of Montgomery County.	Multiple data sources	MET A variety of new programs are underway for the next academic year.	<u>Future Actions Planned:</u> Not Carrying this specific goal forward. Creating a new one that reads, "In academic programming, expand curriculum programs in Dental Hygiene, Career & Technical Education & Woodworking."
6	<i>Continued from 2018-2019</i>	Multiple data sources	Partially Met	<u>Future Actions Planned:</u>

President's Office Operational Outcomes Assessment Report

2018-2019

No.	Expected Operational Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Actions Planned
	Review and Update Board Policy Manual.		<p>The Board Policy Manual has had certain sections updated – Section 1, Board of Trustees & Governance, and Section 6, Financial Management.</p> <p>A new Section is being presented to the Board every other month.</p> <p>Projected completion of the updated Board Policy Manual is May 2020.</p>	Carrying this goal forward to 2019-2020 until the Manual is completed, reviewed and updated.
7	<i>Continued from 2017-2018</i> Community Outreach – Promote MCC to local Community.	President's calendar et al	MET	Future Actions Planned: Carrying forward, with modified wording to read "Present updates on college initiatives to local community and civic groups."
8	<i>New for 2018-19</i> Expand efforts related to fundraising at the college.	Foundation statements and Reports.	MET	Future Actions Planned: Writing a new goal for 2019-2020 that reads: Expand awareness of Montgomery Scholars program.

President's Office Operational Outcomes Assessment Report

2019-2020

No.	Expected Operational Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Actions Planned
College Goal that your Operational Outcome Supports: All goals				
1	<p><i>Continued from 2018-2019</i></p> <p>Review the Strategic Plan annually with final BOT review in February.</p> <p>Updates or addendums identified by the Board of Trustees will be made accordingly.</p> <p>An annual report of activities by MCC, which supports the Strategic Plan, is provided to the Board of Trustees during the fall semester.</p>	Multiple data sources		
2	<p><i>Continued from 2018-2019</i></p> <p>The Facility Master Plan will be reviewed annually and adjustments will be made during this annual review with approval of the BOT.</p>	IE data sources		
3	<p><i>Continued from 2018-2019</i></p> <p>Make data-driven programming decisions</p>	IE data sources		

President's Office Operational Outcomes Assessment Report

2019-2020

No.	Expected Operational Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Actions Planned
	based on evaluation and success indicators			
4	<i>Continued from 2018-2019</i> Monitor construction plan and finish projects related to Connect NC Bond expenditures.	NC Connect Bond and internal documentation identifying priorities (minutes, memos, etc.)		
5	<i>New for 2019-2020</i> In academic programming, expand curriculum programs in Dental Hygiene, Career and Technical Education, and woodworking	Multiple data sources		
6	<i>Continued from 2018-2019</i> Review and Update Board Policy Manual.	Multiple data sources		
7	<i>Continued from 2018-2019 with modified wording:</i> Present updates on college initiatives to local community and civic groups.	Calendar of events		

President's Office Operational Outcomes Assessment Report

2019-2020

No.	Expected Operational Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Actions Planned
8	<i>New for 2019-2020:</i> Expand awareness of the Montgomery Scholars Program.	Foundation application data		
9	<i>New for 2019-2020:</i> Renovate and add facilities to campus including, renovation of Blair Hall, Construction of a Maintenance Building, and expansion of the firing range.	Multiple data sources		

Vice President of Instruction Operational Outcomes Assessment Report

2018 – 2019

No.	Expected Operational Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2018-19
			Assessment Results / Analysis of Results 2018-19	Future Action Plan
College Goal that your Operational Outcome Supports: All goals				
1	<i>New for 2018-2019:</i> Identify additional program space needs and develop partnerships to expand space for classes and services provided by the College.	Minutes of Committee meetings; Advisory Committee meeting minutes; expanded space	MET Expand offerings at Highland Center; ESL classes at First Baptist Biscoe; expanded offerings at the Biscoe Center.	Future Actions Planned: Carry forward as we move offerings to the CTE building we will need to look for additional program space and offerings to take out into the community; expand the firing range.
2	<i>Carried forward from 2017-2018, with revised wording:</i> Expand Program Offerings to meet the needs of the new-shared Technical Education facility.	Committee meeting minutes; tabloid program listings; Advisory Committee meeting minutes; New Program of Study Applications.	MET Developed 3 1+1 agreements and submitted 3 additional programs of study to meet CTE building program needs.	Future Actions Planned: Implement the 6 new programs at CTE in addition to expanding existing programs.
3	<i>Carried forward from 17-18, with revised wording:</i> Continue to evaluate the rigor, relevance, and quality of course offerings with an emphasis on reviewing those courses with low passing rates to determine the need for additional supports.	Committee meeting minutes; program review assessments; peer online course assessments, student evaluations of instruction Course reviews of all courses that have a less than 70% passing rate.	MET Implemented review of all courses with an overall pass rate below 70; worked with Program Reviews to strengthen SLO's and overall performance; provided in-service opportunities for faculty to strengthen skills	Future Actions Planned: First action plans for less than 70% classes being implemented; expand Program Review to include implementation of suggested peer review changes in online courses; implement more formal evaluation of adjuncts; expand opportunities for faculty to get "student centered instruction" in-service

Vice President of Instruction Operational Outcomes Assessment Report

2018 – 2019

No.	Expected Operational Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2018-19
			Assessment Results / Analysis of Results 2018-19	Future Action Plan
4	<i>Carried forward from 2017-2018:</i> Identify partners for MCC to provide additional services to the community and/or service area.	New services with community partners	MET Expanded partnership with MCS to offer all course eligible as college credit in the CTE Building; Developed new medical offering with partnership with First Health; Small Business Center expanded partnerships with Stanly CC to offer shared programs	Future Actions Planned: Expand articulation agreements for AAS programs where appropriate; expand health and LEO training opportunities; develop a College presence in downtown Troy, Mt. Gilead.
5	<i>New for 2018-2019</i> MCC will pilot an Advising Concierge Model with the end goal to create a model to assist students with advising and registration ¹ .	Positive feedback on the Student Satisfaction Survey and the MCC Employee Survey	NOT MET Initial model was designed Summer/Fall 2018 with limited implementation. Full implementation scheduled for Summer 2019	Future Actions Planned: Continue with model and with expanded implementation starting Summer 2019.

¹ The Employee survey conducted in May 2018 identified concerns about student first-touch experiences with admission, advising, and registration.

Vice President of Instruction Operational Outcomes Assessment Report

2019-2020

No.	Expected Operational Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Action Plan
College Goal that your Operational Outcome Supports: All goals				
1	<i>Carried forward from 2018-19:</i> Identify additional program space needs and develop partnerships to expand space for classes and services provided by the College	Minutes of Committee meetings; Advisory Committee meeting minutes; expanded space		
2	<i>Carried forward from 2018-19:</i> Continue to evaluate the rigor, relevance, and quality of course offerings with an emphasis on reviewing those courses with low passing rates to determine the need for additional supports.	Committee meeting minutes; program review assessments; peer online course assessments, student evaluations of instruction Course reviews of all courses that have a less than 70% passing rate.		
3	<i>Carried forward from 2018-19:</i> Expand Program Offerings to meet the needs of the new shared Technical Education facility	Committee meeting minutes; tabloid program listings; Advisory Committee meeting minutes; New Program of Study Applications.		

Vice President of Instruction Operational Outcomes Assessment Report

2019-2020

No.	Expected Operational Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Action Plan
4	<i>Carried forward from 2018-19:</i> Identify partners for MCC to provide additional services to the community and/or service area	New services with community partners		
5	<i>Carried forward from 2018-19:</i> MCC will pilot an Advising Concierge Model with the end goal to create a model to assist students with advising and registration.	Positive feedback on the Student Satisfaction Survey and the MCC Employee Survey		

Arts & Sciences

Program Outcomes Assessment Report

2018-2019

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Action Plan
<p>College Goal that your Program Outcome Supports: Develop and implement instructional programs and student support services, in traditional and distance learning formats, consistent with the assessed needs of the constituent groups in the College's service area and with state, regional, and national standards.</p>				
1	<p><i>New for 2018-2019</i></p> <p>Create a local Advisory Committee comprised of stakeholders.</p>	Advisory Committee Minutes	<p>NOT MET</p> <p>Changes in department took place during 2018-2019. An Interim Dean was in place during Fall 2018 until Dean was hired Spring 2019.</p>	<p><u>Future Actions Planned:</u></p> <p>Goal will carry forward to 2019-2020. Dean will identify stakeholders and plan first local Advisory Committee meeting.</p>
2	<p><i>New for 2018-2019</i></p> <p>Identify schools where we do not currently have articulation agreements, and work to create an agreement.</p>	<p>Meeting notes</p> <p>Email correspondence</p> <p>Clearinghouse Data</p>	<p>NOT MET</p> <p>Changes in department took place during 2018-2019. An Interim Dean was in place during Fall 2018 until Dean was hired Spring 2019.</p>	<p><u>Future Actions Planned:</u></p> <p>Goal will carry forward to 2019-2020.</p>
3	<p><i>New for 2018-2019</i></p> <p>Explore Transfer opportunities with Gardner-Webb University.</p>	<p>Meeting notes</p> <p>Email correspondence</p>	<p>MET</p> <p>Initiated conversations with Gardner-Webb University about transfer requirements for our students to their institution.</p>	<p><u>Future Actions Planned:</u></p> <p>Will be inviting Gardner-Webb representative to participate in College Transfer (A&S) Advisory Committee Meetings when the first one is scheduled.</p> <p>Not carrying this goal forward.</p>
4	<p><i>New for 2018-2019</i></p> <p>Grow the AA/AS/AGE relationship with counselors and DL</p>	<p>Meeting notes</p> <p>Email correspondence</p>	<p>NOT MET</p> <p>Changes in department took place during 2018-2019. An Interim Dean was in place during Fall 2018 until Dean was hired Spring 2019.</p>	<p><u>Future Actions Planned:</u></p> <p>Goal will carry forward to 2019-2020.</p> <p>Dean will continue to grow relationship with counselors and</p>

Arts & Sciences

Program Outcomes Assessment Report

2018-2019

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Action Plan
	personnel at EMHS and WMHS.		However, new Dean does participate in MCC/MCS Partnership meetings (quarterly meetings), has participated in information booths (Spring 2019), and corresponds via email with DL coordinator at WMHS regarding student progress. Dean also maintains contact with Director of Educational Partnerships regarding student concerns and progress as well as course scheduling needs.	DL personnel at EMHS and WMHS.
5	<i>New for 2018-2019</i> Survey the High School CCP AA and AS students asking them about their pathway experience, and then use the feedback to identify opportunities that will be addressed.	Survey Results	NOT MET Changes in department took place during 2018-2019. An Interim Dean was in place during Fall 2018 until Dean was hired Spring 2019.	<u>Future Actions Planned:</u> Goal will carry forward to 2019-2020. Will work with IE Director in developing and disseminating survey.
6	<i>New for 2018-2019</i> Review AA/AS/AGE grade distribution data. The dean will review courses which fall below the 70% success threshold and meet with each respective faculty member to evaluate	Grade Distribution Reports Meeting notes Email correspondence	NOT MET Changes in department took place during 2018-2019. An Interim Dean was in place during Fall 2018 until Dean was hired Spring 2019.	<u>Future Actions Planned:</u> Goal will carry forward to 2019-2020. Course success will be closely monitored each semester and discussed with appropriate faculty.

Arts & Sciences

Program Outcomes Assessment Report

2018-2019

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Action Plan
	reasons for falling below 70% and develop (if appropriate) ways to improve student success.			
7	<p><i>New for 2018-2019</i></p> <p>Dean of Arts & Sciences will ensure that BIO-165 Online Instructor will correct the deficiencies identified in the Peer Review Process. (4.17% remain NOT MET)</p>	Dean of Distance Education email that all is resolved	<p>NOT MET</p> <p>Changes in department took place during 2018-2019. An Interim Dean was in place during Fall 2018 until Dean was hired Spring 2019.</p>	<p><u>Future Actions Planned:</u></p> <p>Goal will carry forward to 2019-2020.</p> <p>Course will be taught in the fall semester by a different instructor and deficiency will be corrected.</p>
8	<p><i>New for 2018-2019</i></p> <p>Dean of Arts & Sciences will ensure that ENG-231 Online Instructor will correct the deficiencies identified in the Peer Review Process. (4.17% remain NOT MET)</p>	Dean of Distance Education email that all is resolved	<p>NOT MET</p> <p>The course has not been taught since it was reviewed; therefore, it has not been updated or reviewed for updates. The instructor is working to add closed caption videos to the course in order to update the course to ADA compliance/standards.</p>	<p><u>Future Actions Planned:</u></p> <p>The course will be re-reviewed once it is taught again (Course will be taught Summer 2019 under a different instructor). Library Services and Information Technology are working with the instructor on locating acceptable closed captioning videos for the course.</p>
9	<p><i>New for 2018-2019</i></p> <p>Dean of Arts & Sciences will ensure that HIS-112 Online Instructor will correct the deficiencies</p>	Dean of Distance Education email that all is resolved	<p>MET</p> <p>Instructor corrected deficiencies found in the course (close captioning videos were needed and added).</p>	<p><u>Future Actions Planned:</u></p> <p>No further actions needed for this goal.</p>

Arts & Sciences

Program Outcomes Assessment Report

2018-2019

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Action Plan
	identified in the Peer Review Process. (4.17% remain NOT MET)		Email received that deficiencies were resolved.	
10	<i>New for 2018-2019</i> Dean of Arts & Sciences will ensure that PHI-240 Online Instructor will correct the deficiencies identified in the Peer Review Process. (4.17% remain NOT MET)	Dean of Distance Education email that all is resolved	NOT MET The course was re-reviewed in 2018SP with 1 Item NOT MET (videos are not all Closed Captioning). This deficiency needs to be corrected.	<u>Future Actions Planned:</u> Goal will continue for 2019-2020. Department Chair will assist instructor in correcting deficiency noted with videos/closed captioning.
11	<i>New for 2018-2019</i> Dean of Arts & Sciences will ensure that POL-120 Online Instructor will correct the deficiencies identified in the Peer Review Process. (4.17% remain NOT MET)	Dean of Distance Education email that all is resolved	NOT MET The course has not been taught since the review process; therefore, a re-review has not occurred.	<u>Future Actions Planned:</u> Goal will continue for 2019-2020. The instructor will update the course to correct for deficiencies before the course start date. It will then undergo the re-review process.

Arts & Sciences

Program Outcomes Assessment Report

2019-2020

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Action Plan
<p>College Goal that your Program Outcome Supports: Develop and implement instructional programs and student support services, in traditional and distance learning formats, consistent with the assessed needs of the constituent groups in the College's service area and with state, regional, and national standards.</p>				
1	<p><i>Continued from 2018-19:</i></p> <p>Create a local Advisory Committee comprised of stakeholders.</p>	Advisory Committee Minutes		
2	<p><i>Continued from 2018-19:</i></p> <p>Identify schools where we do not currently have articulation agreements, and work to create an agreement.</p>	<p>Meeting notes</p> <p>Email correspondence</p> <p>Clearinghouse Data</p>		
3	<p><i>Continued from 2018-19:</i></p> <p>Grow the AA/AS/AGE relationship with counselors and DL personnel at EMHS and WMHS.</p>	<p>Meeting notes</p> <p>Email correspondence</p>		
4	<p><i>Continued from 2018-19:</i></p> <p>Survey the High School CCP AA and AS students asking them about their pathway experience, and then use the feedback to identify opportunities that will be addressed.</p>	Survey Results		

Arts & Sciences

Program Outcomes Assessment Report

2019-2020

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Action Plan
5	<p><i>Continued from 2018-19:</i></p> <p>Review AA/AS/AGE grade distribution data. The dean will review courses which fall below the 70% success threshold and meet with each respective faculty member to evaluate reasons for falling below 70% and develop (if appropriate) ways to improve student success.</p>	<p>Grade Distribution Reports</p> <p>Meeting notes</p> <p>Email correspondence</p>		
6	<p><i>Continued from 2018-19:</i></p> <p>Dean of Arts & Sciences will ensure that BIO-165 Online Instructor will correct the deficiencies identified in the Peer Review Process. (4.17% remain NOT MET)</p>	<p>Dean of Distance Education email that all is resolved</p>		
7	<p><i>Continued from 2018-19:</i></p> <p>Dean of Arts & Sciences will ensure that ENG-231 Online Instructor will correct the deficiencies identified in the Peer Review Process. (4.17% remain NOT MET)</p>	<p>Dean of Distance Education email that all is resolved</p>		

Arts & Sciences

Program Outcomes Assessment Report

2019-2020

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Action Plan
8	<i>Continued from 2018-19:</i> Dean of Arts & Sciences will ensure that PHI-240 Online Instructor will correct the deficiencies identified in the Peer Review Process. (4.17% remain NOT MET)	Dean of Distance Education email that all is resolved		
9	<i>Continued from 2018-19:</i> Dean of Arts & Sciences will ensure that POL-120 Online Instructor will correct the deficiencies identified in the Peer Review Process. (4.17% remain NOT MET)	Dean of Distance Education email that all is resolved		

Biology

Student Learning Outcomes Assessment Report

2018-2019

	Expected Student Learning Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Actions Planned
1	<p><i>Goal continued from 2017-2018 with modification</i></p> <p>80% of students will demonstrate knowledge of cell structure and organelle function.</p>	<p>Embedded questions on an exam for all sections (BIO 111)</p>	<p>NOT MET</p> <p><u>Fall 2018:</u> Seated: 19/19 students (100%) of students demonstrated knowledge of cell structure and organelle function.</p> <p>Online: 8/16 (50%) of students demonstrated knowledge of cell structure and organelle function.</p> <p><u>Analysis of Results:</u> Upon investigation into the Fall online cohort, it was found that 5 students did not submit answers to the assessment for this knowledge. The reason for not submitting answers is unclear. In fall semester, all online BIO students had to utilize Respondus Lockdown browser for testing at home, and multiple classes experienced issues with questions duplicating or not loading properly, so it is also possible that these questions just did not load for these students, and they were unaware of the glitch. With students testing offsite, it is difficult to monitor such issues, especially if the students do not notice or simply do not let us know. (The seated BIO111 students did not use Respondus for testing.)</p>	<p><u>Future Actions Planned:</u> This SLO will be carried forward to the 2019-2020 academic year as we attempt to meet this benchmark for online sections of BIO111. We are changing textbooks and eliminating the MasteringBiology component of the course, so students will be exposed to multiple versions of the cell diagrams (rather than the two diagrams that are already embedded within Mastering). This may improve their understanding of the subject matter. However, an alternative to Respondus Lockdown may be necessary in order to ensure that all students can view and answer all questions on the exam associated with this material.</p>

Biology

Student Learning Outcomes Assessment Report

2018-2019

	Expected Student Learning Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Actions Planned
			<p>Total BIO students for fall semester: 27/35 students (77.1%) demonstrated knowledge of cell structure and organelle function.</p> <p>*There were no hybrid sections in fall semester</p> <p><u>Spring 2019:</u> Seated: 2/2 students (100%) demonstrated knowledge of cell structure and organelle function</p> <p>*There were no hybrid or online sections in spring semester</p>	
2	<p><i>Goal continued from 2017-2018</i></p> <p>70% of students will correctly identify bones of the skull</p>	<p>Embedded questions on an exam (BIO 106)</p>	<p>MET <u>Fall 2018:</u> Seated: 15/17 students (88.2%) of students correctly identified bones of the skull.</p> <p>*There were no hybrid or online sections of this course in fall semester; There were no spring sections of this course.</p>	<p><u>Actions Taken:</u> Students in 2018 were given more opportunities for practicing this knowledge, when compared to 2017 students. Therefore, these students surpassed the goal for this benchmark this academic year.</p> <p><u>Future Actions Planned:</u> A new benchmark will be assessed for next year.</p>
3	<p>70% of students will demonstrate knowledge</p>	<p>Embedded questions on an exam for all sections</p>	<p>NOT MET <u>Fall 2018</u></p>	<p><u>Future Actions Planned:</u></p>

Biology

Student Learning Outcomes Assessment Report

2018-2019

	Expected Student Learning Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Actions Planned
	of macromolecule structure and function	(BIO 165)	<p>Seated: 8/15 students (53.3%) demonstrated knowledge of macromolecule structure and function.</p> <p>Hybrid: 9/13 students (69.2%) demonstrated knowledge of macromolecule structure and function</p> <p>Online: 11/16 students (68.8%) demonstrated knowledge of macromolecule structure and function</p> <p><u>Spring 2019</u></p> <p>Seated: 3/3 students (100%) demonstrated knowledge of macromolecule structure & function</p> <p>Online: 9/12 students (75%) demonstrated knowledge of macromolecule structure & function</p>	Students will be given additional opportunities to practice this knowledge and the material will be reviewed prior to the exam.

Biology

Student Learning Outcomes Assessment Report

2019-2020

	Expected Student Learning Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Actions Planned
1	<p><i>Goal continued from 2018-2019</i></p> <p>80% of students will demonstrate knowledge of cell structure and organelle function.</p>	Embedded questions on an exam for all sections (BIO 111)		
2	<p><i>New for 2019-2020</i></p> <p>70% of students will demonstrate knowledge of cranial nerve names and functions</p>	Embedded questions on an exam (BIO 106)		
3	<p><i>Goal continued from 2018-2019</i></p> <p>70% of students will demonstrate knowledge of macromolecule structure and function</p>	Embedded questions on an exam for all sections (BIO 165)		

English

Student Learning Outcomes Assessment Report

2018-2019

	Expected Student Learning Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Actions Planned
1	<i>New for 2018-2019</i> 70% of students will successfully complete a cultural critique utilizing MLA or APA citation guidelines.	Rubric for assessing cultural critique (ENG 232)	NOT Assessed ENG 232 has not been offered in course rotation.	Future Actions Planned: Because ENG 232 has not been offered in the course rotation, plan to replace this SLO with a similar SLO for ENG 241
2	<i>Carried forward 2017-2018 with modification</i> 70% of students will successfully complete a cultural critique utilizing MLA or APA citation guidelines.	Rubric for assessing cultural critique (ENG 231)	MET Traditional Seated Students: Met- 98% of students successfully completed a cultural critique utilizing MLA or APA citation guidelines. Online Students: NA= Online sections were not offered Hybrid Students: NA Hybrid sections were not offered Analysis: Only one student was unsuccessful on this learning outcome because they did not complete it.	Future Actions Planned: Utilize the "Send Reminder" feature in blackboard for online and seated classes. Carrying this outcome forward to 2019-2020.
3	<i>Carried forward 2017-2018 with modification</i> 70% of students will correctly document sources in their essays by	Rubric for assessing documentation of sources (ENG 114)	MET Traditional Seated Students: Met- 100% of students correctly documented sources in their essays by following MLA or APA guidelines. Online Students:	Future Actions Planned: Use/post additional videos on how to correctly cite parenthetically (in-text) as well as how to format a References page.

English

Student Learning Outcomes Assessment Report

2018-2019

	Expected Student Learning Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Actions Planned
	following MLA or APA guidelines.		Met- 88% of students correctly documented sources in their essays by following MLA or APA guidelines. Hybrid Students: NA Hybrid sections were not offered Analysis: ACE online writing center was helpful with grammar editing but some online students made some errors with in-text citations.	Carrying this outcome forward to 2019-2020.

English

Student Learning Outcomes Assessment Report

2019-2020

	Expected Student Learning Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Actions Planned
1	<i>New for 2019-2020</i> 70% of students will successfully complete a cultural critique utilizing MLA or APA citation guidelines.	Rubric for assessing cultural critique (ENG 241)		
2	<i>Carried forward from 2018-2019</i> 70% of students will successfully complete a cultural critique utilizing MLA or APA citation guidelines.	Rubric for assessing cultural critique (ENG 231)		
3	<i>Carried forward from 2018-2019</i> 70% of students will correctly document sources in their essays by following MLA or APA guidelines.	Rubric for assessing documentation of sources (ENG 114)		

History & Political Science

Student Learning Outcomes Assessment Report

2018-2019

	Expected Student Learning Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Actions Planned
1	<i>Carried forward from 17-18</i> 85% of students will know the strengths and weaknesses of the Articles of Confederation.	Embedded unit quiz question (POL 120)	<p>NOT MET 78% (7 out of 9) knew the strengths and weaknesses of the Articles of Confederation.</p> <p>All students were in a traditional (seated) delivery modality.</p> <p>Analysis of Results: 11% (1 out of 9) demonstrated partial knowledge of the strengths and weaknesses of the Articles of Confederation. One student did not know them at all.</p> <p>This is a small cohort of students, so having just one student fail to demonstrate the knowledge significantly affects the results.</p>	<p>Actions Taken: Built TED ED lessons to support this learning outcome.</p> <p>Future Actions Planned: We have evaluated this student-learning outcome for 3 years, with results as follows: 16-17 80%, 17-18 82% and 18-19 78%. The original benchmark of 85% was a “best guess.” Will carry this outcome forward to 2019-2020 with modification of outcome to 80%.</p>
2	<i>New for 2018-2019</i> 80% of students will “Explain how the right to vote has been expanded since the Constitution was written.”	Embedded unit quiz question (POL 120)	<p>MET 88% (8 out of 9) of students explained how the right to vote was expanded since the Constitution was written.</p> <p>All students were in a traditional (seated) delivery modality.</p>	<p>Future Actions Planned: Will carry this outcome forward to 2019-2020.</p>
3	<i>Carried forward from 17-18</i>	Single timed assignment on the Bill of Rights (POL 120)	NOT MET	Future Actions Planned:

History & Political Science

Student Learning Outcomes Assessment Report

2018-2019

	Expected Student Learning Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Actions Planned
	80% of students will correctly demonstrate, in their own words, the first ten amendments/Bill of Rights		<p>56% (5 out of 9) of students demonstrated the first ten amendments/Bill of Rights</p> <p>33% (3 out of 9) of students demonstrated the eight out of the ten amendments/Bill of Rights</p> <p>11% (1 out of 9) of students were unable to demonstrate knowledge of the Bill of Rights.</p> <p>All students were in a traditional (seated) delivery modality.</p> <p><u>Analysis of Results:</u> Three of the 9 students often did not participate in assessments. With just 9 students, even one non-participatory will skew results.</p>	<p>Working on adding some class activities to reinforce the Bill of Rights.</p> <p>Will carry this outcome forward to 2019-2020.</p>
4	<p><i>New for 2018 - 2019</i></p> <p>85% of students will identify and explain the Reconstruction Amendments.</p>	Embedded exam question (HIS 132)	<p>MET 92% (85 out of 92) of students identified and explained the Reconstruction Amendments.</p> <p>8% (7 out of 92) students did not identify and explain the Reconstruction Amendments.</p> <p><u>Seated:</u> 97% (65 out of 66) of the seated students identified and</p>	<p><u>Actions Taken:</u> Built TED ED lessons to support this learning outcome.</p> <p><u>Future Actions Planned:</u> Working on videos about the Reconstruction Amendments to add to the online delivery modality. Will carry this outcome forward to 2019-2020.</p>

History & Political Science

Student Learning Outcomes Assessment Report

2018-2019

	Expected Student Learning Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Actions Planned
			<p>explained the Reconstruction Amendments.</p> <p>Online: 77% (20 out of 26) of online students identified and explained the Reconstruction Amendments.</p> <p>Analysis of Results: There is only a 3% difference between the seated and online student performance – which is not significant.</p>	
5	<p><i>New for 2018-2019</i></p> <p>80% of students will “Explain how the Civil Rights movement shifted from passive activism to militant activism.”</p>	Embedded exam question (HIS 132)	<p>MET 90% (83 out of 92) of students demonstrated this student learning outcome.</p> <p>10% students did not demonstrate this student learning outcome.</p> <p>Seated: 97% (65 out of 66) of the seated students demonstrated this student learning outcome.</p> <p>Online: 69% (18 out of 26) of online students demonstrated this student learning outcome.</p> <p>Analysis of Results: Given the difference between performance in seated and online students, will look at ways to improve instruction on this topic in online sections.</p>	<p>Future Actions Planned: Working on developing more instruction on the Civil Rights movement to add to the online delivery modality. Will carry this outcome forward to 2019-2020, with slight wording modification: “Explain how the Civil Rights movement shifted from passive resistance to militant activism.”</p> <p>DATA SOURCE: Exam Question or single timed assessment</p>

History & Political Science

Student Learning Outcomes Assessment Report

2019-2020

	Expected Student Learning Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Actions Planned
1	<p><i>Carried forward from 18-19 with modification:</i></p> <p>80% of students will know the strengths and weaknesses of the Articles of Confederation.</p>	Embedded exam question or single timed assessment (POL 120)		
2	<p><i>Carried forward from 18-19:</i></p> <p>80% of students will "Explain how the right to vote has been expanded since the Constitution was written."</p>	Embedded exam question or single timed assessment (POL 120)		
3	<p><i>Carried forward from 18-19:</i></p> <p>80% of students will correctly demonstrate, in their own words, the first ten amendments/Bill of Rights</p>	Embedded exam question or single timed assessment (POL 120)		
4	<p><i>Carried forward from 18-19:</i></p> <p>85% of students will identify and explain the Reconstruction Amendments.</p>	Embedded exam question or single timed assessment (HIS 132)		

History & Political Science

Student Learning Outcomes Assessment Report

2019-2020

	Expected Student Learning Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Actions Planned
5	<i>Carried forward from 18-19:</i> 80% of students will "Explain how the Civil Rights movement shifted from passive resistance to militant activism."	Embedded exam question or single timed assessment (HIS 132)		

Math

Student Learning Outcomes Assessment Report

2018-2019

	Expected Student Learning Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Actions Planned
1	<p><i>Continued from 2017-18</i></p> <p>Students will answer correctly 65% of the total number of test answers possible related to the Measures of Central Tendency.</p>	Embedded test questions on MAT 110 Exam	<p>MET</p> <p>Summer 2018 MAT 110-01 (Seated Delivery) 75.0% of the students successfully solved problems related to Measures of Central Tendency.</p> <p>Fall 2018 MAT 110-01 (Seated Delivery) 100% of the students successfully solved problems related to Measures of Central Tendency.</p> <p>MAT 110-W1 (Online Delivery) 66.67% of the students successfully solved problems related to Measures of Central Tendency.</p> <p>Spring 2019 MAT 110-01 (Seated Delivery) 83.33% of the students successfully solved problems related to Measures of Central Tendency.</p> <p>MAT 110-W1 (Online Delivery) 98.25% of the students successfully solved problems related to Measures of Central Tendency.</p>	<p><u>Future Actions Planned:</u> The same measurement will be used for the 2019/2020 academic year since a new Math instructor was added and further analysis of results are needed to measure consistency of instruction.</p>

Math

Student Learning Outcomes Assessment Report

2018-2019

	Expected Student Learning Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Actions Planned
2	<p><i>Continued from 2017-18</i></p> <p>As a class, 70% of MAT students will demonstrate the ability to graph lines using various graphing techniques.</p>	<p>Embedded test questions on MAT 121 Exam. OR Embedded test questions on MAT 171 Exam.</p>	<p>MET</p> <p>Fall 2018 MAT 171-01R (Seated Delivery) 75.00% of the students demonstrated the ability to graph lines using various graphing techniques.</p> <p>MAT 171-01 (Seated Delivery), MAT 171-02 (Seated Delivery) and MAT 171 03 (Seated Delivery) no date was collected by a new Math instructor who was unaware he needed to collect data for analysis.</p> <p>Spring 2018 MAT 121-01 (Seated Delivery) 66.67% of the students demonstrated the ability to graph lines using various graphing techniques.</p> <p>MAT 171-01 (Seated Delivery) 80.77% of the students demonstrated the ability to graph lines using various graphing techniques.</p> <p><u>Analysis of Results:</u> There were only 6 students in the MAT-121-01 Seated (small cohort). If just one additional student had demonstrated the graphing technique, it would have been 83% success.</p>	<p><u>Future Actions Planned:</u> A new Math instructor was hired during this period and was unaware of the data collection process for the MAT sections listed. As a result, this SLO will be carried forward for 2019-2020 and data collected for ALL MAT 171 section for analysis.</p> <p>The same measurement will be used for the 2019/2020 academic year since a new Math instructor was added and further analysis of results are needed to measure consistency of instruction.</p>

Math

Student Learning Outcomes Assessment Report

2018-2019

	Expected Student Learning Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Actions Planned
3	<p><i>Continued from 2017-18</i></p> <p>Students will answer correctly 70% of the total number of test answers possible to problems related to the Measures of Variation.</p>	Embedded test questions on MAT 143 Exam	<p>MET</p> <p>Spring 2018 MAT-143-01 (Seated Delivery) 91.67% of students were able to solve problems related to measures of variation.</p> <p>MAT-143-02 (Seated Delivery) 70.00% of students were able to solve problems related to measures of variation.</p>	<p><u>Future Actions Planned:</u> The same measurement will be used for the 2019/2020 academic year since a new Math instructor was added and further analysis of results are needed to measure consistency of instruction.</p>
4	<p><i>Continued from 2017-18</i></p> <p>Students will answer correctly 70% of the total number of test answers possible related to basic problems in probability.</p>	Embedded test questions on MAT 152 Exam	<p>MET</p> <p>Fall 2018 MAT-152-01 (Seated Delivery) 75.00% of students successfully solved problems related to basic problems in probability.</p>	<p><u>Future Actions Planned:</u> Additional examples will be added to instruction to improve student success rates.</p> <p>The same measurement will be used for the 2019/2020 academic year.</p>
5	<p><i>New SLO for 2018-19</i></p> <p>Students will answer correctly 70% of the total number of test answers possible related to basic problems related to derivatives.</p>	Embedded test questions on MAT 271 Exam	<p>MET</p> <p>75% of all students during 18-19 were successful in solving basic problems related to derivatives.</p> <p>Summer 2018 MAT-271-01 (Hybrid Delivery) 4/4 100.00% of students were able to successfully solve basic problems related to derivatives.</p> <p>Spring 2019</p>	<p><u>Future Actions Planned:</u> The same measurement will be used for the 2019/2020 academic year since a new Math instructor was added and further analysis of results are needed to measure consistency of instruction.</p>

Math

Student Learning Outcomes Assessment Report

2018-2019

	Expected Student Learning Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Actions Planned
			MAT-271-01 (Hybrid Delivery) 5/8 63% of students were able to successfully solve basic problems related to derivatives.	

Math

Student Learning Outcomes Assessment Report

2019-2020

	Expected Student Learning Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Actions Planned
1	<i>Continued from 2018-19</i> Students will answer correctly 65% of the total number of test answers possible related to the Measures of Central Tendency.	Embedded test questions on MAT 110 Exam		
2	<i>Continued from 2018-19</i> As a class, 70% of MAT students will demonstrate the ability to graph lines	Embedded test questions on MAT 121 Exam. OR Embedded test questions on MAT 171 Exam.		

Math

Student Learning Outcomes Assessment Report

2019-2020

	Expected Student Learning Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Actions Planned
	using various graphing techniques.			
3	<i>Continued from 2018-19</i> Students will answer correctly 70% of the total number of test answers possible to problems related to the Measures of Variation.	Embedded test questions on MAT 143 Exam		
4	<i>Continued from 2018-19</i> Students will answer correctly 70% of the total number of test answers possible related to basic problems in probability.	Embedded test questions on MAT 152 Exam		
5	<i>Continued from 2018-19</i> Students will answer correctly 70% of the total number of test answers possible related to basic problems related to derivatives.	Embedded test questions on MAT 271 Exam		

Social Sciences

Student Learning Outcomes Assessment Report

2018-2019

	Expected Student Learning Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Actions Planned
1	<p><i>Continued from 2017-2018</i></p> <p>85% students will demonstrate understanding of psychological theories by applying theoretical perspectives in explaining human behavior.</p>	Embedded test questions on the final exam for (PSY 150)	<p>NOT MET</p> <p>Changes in department took place during 2018-2019. Changes occurred in instruction of classes November 2018. This resulted in change of instructor during end of Fall 2018 term. Due to these changes, the collection of data is inaccessible for previous terms.</p>	<p><u>Future Actions Planned:</u></p> <p>Goal will carry forward to 2019-2020.</p>
2	<p><i>Continued from 2017-2018</i></p> <p>80% of students will demonstrate understanding of “nature vs. nurture” in understanding individual differences and development.</p>	Embedded test questions on the final exam (PSY 150)	<p>NOT MET</p> <p>Changes in department took place during 2018-2019. Changes occurred in instruction of classes November 2018. This resulted in change of instructor during end of Fall 2018 term. Due to these changes, the collection of data is inaccessible for previous terms.</p>	<p><u>Future Actions Planned:</u></p> <p>Goal will carry forward to 2019-2020.</p>
3	<p><i>Continued from 2017-2018</i></p> <p>85% of students will demonstrate understanding of sociological principles by applying theoretical perspectives in explaining human behavior from a sociological vantage point.</p>	Embedded test questions on the final exam (SOC 210)	<p>NOT MET</p> <p>Changes in department took place during 2018-2019. Changes occurred in instruction of classes November 2018. This resulted in change of instructor during end of Fall 2018 term. Due to these changes, the collection of data is inaccessible for previous terms.</p>	<p><u>Future Actions Planned:</u></p> <p>This outcome has been measured since at least 2014-2015, with the lowest success rate being 82% (17-18 traditional students). All other assessments were in the 90 percentile. This goal will not be carried forward.</p>

Social Sciences

Student Learning Outcomes Assessment Report

2019-2020

	Expected Student Learning Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Actions Planned
1	<p><i>Continued from 2018-2019</i></p> <p>80% students will demonstrate understanding of psychological theories by applying theoretical perspectives in explaining human behavior.</p>	Embedded test questions and/or discussion/opinion papers in PSY 150		
2	<p><i>Continued from 2018-2019</i></p> <p>80% of students will demonstrate understanding of “nature vs. nurture” in understanding individual differences and development.</p>	Embedded test questions, debate/discussion, and/or opinion paper in PSY 150		
3	<p><i>New for 2019-2020</i></p> <p>80% of students will demonstrate an understanding of sociological theoretical perspectives in explaining human behavior.</p>	Embedded test questions/quiz		

Air Conditioning, Heating and Refrigeration Technology Program Outcomes Assessment Report 2018-2019

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Action Plan
<p>College Goal that your Program Outcome Supports: Develop and implement instructional programs and student support services, in traditional and distance learning formats, consistent with the assessed needs of the constituent groups in the College's service area and with state, regional, and national standards.</p>				
1	<p><i>Continued from 2017-2018</i></p> <p>90% of AHR students will become universally certified by the EPA.</p>	<p>The number of MCC students passing the HVAC EXCELLENCE ESCO EPA test.</p>	<p>NOT MET</p> <p>Assessment Results: 89% of students became universally EPA certified.</p>	<p>Actions Taken: Were unable to do the free retesting due to a conflict with manufacturing day on campus.</p> <p>Future Actions Planned: Continue to use ESCO since they do offer the free retesting.</p>
2	<p><i>Continued from 2017-2018</i></p> <p>Increase enrollment by two (2) students via ACHR Program Head working with High School Liaison to promote CCP certificates at high schools.</p>	<p>Enrollment Data and Dates of Visits to High Schools or other HS activities</p>	<p>MET</p> <p>Assessment Results: ACHR enrollment is up (by 3 students), AND CCP increased by 2 <u>18-19</u> 12 CU students (3 CCP) 13 CE students</p> <p><u>17-18</u> 12 CU students (1 CCP) 9 CE students</p>	<p>Actions Taken: Program head talked with High School Liaison about the promotion of ACHR to high schools students. Program head attended manufacturing day where high school students were present.</p> <p>Future Actions Planned: Not carrying this goal forward.</p>
3	<p><i>Continued from 2017-2018</i></p> <p>90% of ACHR students taking the NATE Core and Heat Pump certification exam will pass on the first attempt.</p>	<p>Nate Core and Heat Pump exam</p>	<p>No students attempted the NATE Exam, so no assessment possible.</p> <p>Historical Analysis: 15-16 100% 16-17 100% 17-18 100% 18-19 No one took exam</p>	<p>Future Actions Planned: Will not carry this goal forward.</p> <p>Have been assessing it since 15-16.</p>

Air Conditioning, Heating and Refrigeration Technology Program Outcomes Assessment Report 2018-2019

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Action Plan
4	Continued from 2017-2018 70% of ACHR graduates will become employed within 6 months in the ACHR or related industry	Follow up with students	MET Assessment Results: 86% of curriculum students were employed within 6 months, and 80% of continuing education students were employed within 6 months.	Actions Taken: I held a job fair to help students get hired Future Action Planned: I will continue having job fairs

Air Conditioning, Heating and Refrigeration Technology Program Outcomes Assessment Report 2019-2020

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Action Plan
College Goal that your Program Outcome Supports: Develop and implement instructional programs and student support services, in traditional and distance learning formats, consistent with the assessed needs of the constituent groups in the College's service area and with state, regional, and national standards.				
1	90% of AHR students will become universally certified by the EPA	The number of MCC students passing the HVAC EXCELLENCE ESCO EPA test will be used to determine the outcome.		
2	New for 2019-2020. MCC will hire a part time instructor for ACHR classes.	Employment Contract		

Air Conditioning, Heating and Refrigeration Technology Program Outcomes Assessment Report	2019-2020
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No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Action Plan
3	<i>New for 2019-2020.</i> Program Chair will invite new members to the Advisory Committee for ACHR.	New Roster of Advisory Committee Members		

Air Conditioning Heating and Refrigeration Technology Student Learning Outcomes Assessment Report	2018-2019
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	Expected Student Learning Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Actions Planned
1	<i>New Goal for 18-19</i> 100 % of ACHR students will successfully braze a copper fitting.	Hands on test (AHR 110)	MET <u>Assessment Results:</u> 100% of students were successful at properly brazing a copper fitting.	<u>Actions Taken:</u> We brazed several days. This is an important skill to have in the HVAC industry. <u>Future Actions Planned:</u> Carrying this goal forward for another year of assessment.

Air Conditioning Heating and Refrigeration Technology

Student Learning Outcomes Assessment Report

2018-2019

	Expected Student Learning Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Actions Planned
2	<p><i>Carried forward from 17-18</i></p> <p>90% of ACHR students will be able to properly do a preventive maintenance service call on a heat pump.</p>	<p>Observation of Student performance on related Checklist. (AHR 133)</p>	<p>NOT MET</p> <p><u>Assessment Results:</u> 50% of curriculum students properly did preventive maintenance on a heat pump. <i>(100% of CE students succeeded on this goal)</i></p> <p><u>Analysis of Results:</u> The Curriculum students that were unable to properly do PM had attendance problems or did not participate with hands on exercises.</p>	<p><u>Future Actions Planned:</u> Carrying this goal forward for another year of assessment.</p>
3	<p><i>Carried forward from 17-18</i></p> <p>80% of ACHR students will be able to properly construct a straight piece of duct as well as a transition.</p>	<p>Observation of Student performance on related Checklist. (AHR 151)</p>	<p>MET</p> <p><u>Assessment Results:</u> 86% of students properly constructed a straight piece of duct, and a transition. (6 out of 7)</p>	<p><u>Actions Taken:</u> This skill was practiced several times since repetition enhances learning.</p> <p><u>Future Actions Planned:</u> Carrying this goal forward for another year of assessment.</p>

Air Conditioning Heating and Refrigeration Technology

Student Learning Outcomes Assessment Report

2019-2020

	Expected Student Learning Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Actions Planned
1	<i>Carried forward from 18-19</i> 100 % of ACHR students will successfully braze a copper fitting.	Hands on test (AHR-110)		
2	<i>Carried forward from 18-19</i> 90% of ACHR students will be able to properly do a preventive maintenance service call on a heat pump.	Observation of Student performance on related Checklist. (AHR 133)		
3	<i>Carried forward from 18-19</i> 80% of ACHR students will be able to properly construct a straight piece of duct as well as a transition.	Observation of Student performance on related Checklist. (AHR 151)		

Automotive Systems Technology Program Outcomes Assessment Report

2019-2020

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Action Plan
<p>College Goal that your Program Outcome Supports: Develop and implement instructional programs and student support services, in traditional and distance learning formats, consistent with the assessed needs of the constituent groups in the College's service area and with state, regional, and national standards.</p>				
1	The Automotive Technology Program will enroll 10 curriculum students during the Spring Semester.	Informer Reports		
2	The Automotive faculty and the Dean will explore the need/interest in an evening program.	Program Advisory Committee Minutes		

Automotive Systems Technology

Student Learning Outcomes Assessment Report

2019-2020

	Expected Student Learning Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Actions Planned
1	85% of students should be able to diagnose a brake issue in a designated braking system.	Diagnostic Rubric (AUT 151)		
2	85% of students should be able to repair a brake issue in a designated braking system.	Repair Rubric (AUT 151)		
3	90% of students should be able to balance wheels.	Balancing Rubric (AUT 141)		

Basic Law Enforcement Training Program Outcomes Assessment Report

2018-2019

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Action Plan
<p>College Goal that your Program Outcome Supports: Develop and implement instructional programs and student support services, in traditional and distance learning formats, consistent with the assessed needs of the constituent groups in the College's service area and with state, regional, and national standards.</p>				
1	<p><i>Continued from 17-18</i></p> <p>Conduct a feasibility study and develop a plan in AY19 regarding a CCP to BLET track. Share this information with the Dean and Vice President of Instruction.</p>	<p>Written Feasibility Study/Plan, including findings and how findings were used or will be used.</p>	<p>NOT MET</p> <p>This was not completed and not deemed feasible due to the age of CCP students and the required age of 21 for the BLET Program</p>	<p><u>Future Actions Planned:</u></p> <p>Not carrying this goal forward because it is not feasible.</p>
2	<p><i>New for 2018-2019</i></p> <p>Increase the number of students entering the BLET program.</p>	<p>MCC registration and Training and Standards Pre-delivery Report</p>	<p>NOT MET</p> <p>The BLET program maintained the same number of students (12) in 2018-2019 as in 2017-2018.</p>	<p><u>Future Actions Planned:</u></p> <p>Continue to 2019 -2020. Continue to advertise and promote the BLET program by social media, job fairs, events and relationships in the community.</p>
3	<p><i>New for 18-19</i></p> <p>100% of the students will take the mandated state exam with no fatal failures.</p>	<p>Post Exam Report generated by Training and Standards.</p>	<p>NOT MET</p> <p>(83.3%) 10 of the 12 students that entered the program took the state exam. (30%) 3 of the 10 students were fatal failures.</p>	<p><u>Future Actions Planned:</u></p> <p>Continue to 2019 – 2020. Implement diagnostic exams quarterly to ensure subject information is being retained. Identify those students with reading comprehension issues and seek out opportunities for tutoring.</p>

Basic Law Enforcement Training Program Outcomes Assessment Report

2018-2019

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Action Plan
4	Continued from 17-18 90.9% (or current excellence level) first attempt pass rate for BLET students that are seated for the mandated state exam. (80% is the NCCCS college average for pass rate with no fatal errors.)	Post Exam Report generated by Training and Standards.	NOT MET The BLET program had a 40% first time pass rate.	Future Actions Planned: Continue to 2019 – 2020. Implement diagnostic exams quarterly to ensure subject information is being retained. Identify those students with reading comprehension issues and seek out opportunities for tutoring.

Basic Law Enforcement Training Program Outcomes Assessment Report

2019 - 2020

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Action Plan
<p>College Goal that your Program Outcome Supports: Develop and implement instructional programs and student support services, in traditional and distance learning formats, consistent with the assessed needs of the constituent groups in the College's service area and with state, regional, and national standards.</p>				
1	<p><i>Continued from 18 – 19.</i></p> <p>Increase the number of students entering the BLET program.</p>	<p>MCC registration and Training and Standards predelivery.</p>		
2	<p><i>Continued from 18- 19.</i></p> <p>100% of the students will take the mandated state exam with no fatal errors.</p>	<p>Post Exam Report generated by Training and Standards.</p>		
3	<p><i>Continued from 18-19.</i></p> <p>90.9% (or current excellence level) first attempt pass rate for BLET students that are seated for the mandated state exam. (80% is the NCCCS college average for pass rate with no fatal errors.)</p>	<p>Post Exam Report generated by Training and Standards.</p>		

Basic Law Enforcement Training Student Learning Outcomes Assessment Report

2018-2019

No.	Expected Student Learning Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Actions Planned
All BLET courses are delivered via traditional, seated format.				
1	<i>New for 2018 – 2019</i> 80% of students will not fail more than four BLET topic tests and remain in the program academically. (Fifth test failure student is removed from program per training and standards)	Documented skills evaluations / BLET Program Records	MET No student failed more than four BLET topic tests.	Future Actions Planned: Continue to 2019- 220. Continue to maintain a high level of instruction to ensure all students are successful academically.
2	<i>New for 2018-2019</i> 90% of students will pass subject control arrest techniques practical skills test without remediation.	Documented skills evaluations / BLET Program Records	MET 100% of students passed subject control arrest techniques on the first attempt without requiring remediation.	Future Actions Planned: Continue to 2019 – 2020. Continue to maintain a high level of instruction to ensure all students successfully pass subject control training.
3	<i>Carry forward from 17-18.</i> 80% Attain a qualifying score of at least 70 percent accuracy on the Commission approved BLET courses for the handgun day and night.	Documented skills evaluations / BLET Program Records	MET 100% of students passed firearms training on the first attempt without requiring remediation.	Future Actions Planned: Continue to 2019 – 2020. Continue to maintain a high level of instruction to ensure all students successfully pass firearms training.
4	<i>New for 2018-2019</i> 100% of students will pass the active shooter training after completing classroom instruction, practical skills training and live fire SIMULATION training.	Documented skills evaluation / BLET program Records	MET 100% of students passed active shooter training on the first attempt without requiring remediation.	Future Actions Planned: Continue to 2019 – 2020. Continue to maintain a high level of instruction to ensure all students successfully pass active shooter training.

Basic Law Enforcement Training Student Learning Outcomes Assessment Report

2019- 2020

No.	Expected Student Learning Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Actions Planned
All BLET courses are delivered via traditional, seated format.				
1	<i>Carry forward from 18-19.</i> 90% of students will pass subject control arrest techniques practical skills test without remediation.	Documented skills evaluations / BLET Program Records		
2	<i>Carry forward from 18-19.</i> 80% Attain a qualifying score of at least 70 percent accuracy on the Commission approved BLET courses for the handgun day and night.	Documented skills evaluations / BLET Program Records		
3	<i>Carry forward from 18-19.</i> 100% of students will pass the active shooter training after completing classroom instruction, practical skills training and live fire SIMULATION training.	Documented skills evaluation / BLET program Records		

Business Administration

Program Outcomes Assessment Report

2018-2019

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Action Plan
<p>College Goal that you're Program Outcome Supports: Develop and implement instructional programs and student support services, in traditional and distance learning formats, consistent with the assessed needs of the constituent groups in the College's service area and with state, regional, and national standards.</p>				
1	<p><i>New for 2018-2019</i></p> <p>The Business Administration program will create a new advisory board committee that will include more external stakeholders.</p>	<p>Business Administration Advisory Committee 2018-2019 Academic Update.</p> <p>List of Advisory Committee members for Business Administration (& Accounting) as provided to the Dean.</p>	<p>MET</p> <p>Advisory list created by Department Chair.</p>	<p><u>Future Actions Planned:</u> Assessment met. No further action required. Outcome will not be carried forward.</p>
2	<p><i>Continued from 2017-2018</i></p> <p>The Business Administration program will increase enrollment with the use of annual promotional and marketing strategies.</p>	<p>A Log that includes the types of marketing strategies used with recorded feedback, observations, and verbal or written commitments to the Business Administration program.</p>	<p>NOT MET</p> <p><u>Assessment Results:</u> 43% decrease 2018: 83 2019: 47</p> <p><u>Analysis of Results:</u> Total overall numbers are down for the program from 2018 (83) to 2019 (47). The large 43% decrease is due to changes at Southern Correctional Institute. BA certificates are no longer offered at the offsite location due to these changes.</p> <p>Enrollment for HS CCP students increased 66% from 2018 (9) to 2019 (15).</p>	<p><u>Future Actions Planned:</u> Program will use 2019 enrollment numbers as new baseline for expected program outcome.</p> <p>Carrying the goal forward to 19-20 with modified wording that says: <i>"The Business Administration program will establish a new baseline to increase enrollment with the use of annual promotional and marketing strategies."</i></p>

Business Administration Program Outcomes Assessment Report

2018-2019

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Action Plan
3	<p><i>Continued from 2017-2018:</i></p> <p>Increase the graduation success rate of Business Administration students.</p>	<p>Use student retention center, emails, phone calls and contacts information to identify and address problem areas in traditional, distance learning and offsite courses. Use Student Services graduation numbers.</p>	<p>NOT MET</p> <p>Assessment Results: Graduation numbers were down 53% from 36 in 2018 to 17 in 2019.</p> <p><u>AY18-19 17 completers</u> 8 BA AAS 5 BA Certificates 3 Small Bus Certificates 1 Business Admin HS CCP Certificate</p> <p><u>AY17-18 36 completers</u> 8 BA AAS 1 BA Certificates 12 Admin Bus Specialist Certificates 14 Small Bus Certificates 1 Business Admin Diploma</p> <p>Analysis of Results: The large decrease in BA graduates is due to changes at the SCI off-site location. BA courses are no longer offered at this location.</p>	<p>Future Actions Planned: Based on changes at SCI Program Outcome will not be carried forward for 2019-2020.</p>
4	<p><i>New for 2018-2019</i></p> <p>Department Chair will ensure that MKT-120 Online Instructor will correct the deficiencies identified in the Peer Review Process. (4.17% remain NOT MET)</p>	<p>Dean of Distance Education email that all is resolved</p>	<p>MET</p> <p>6/07/18 Email Correspondences from Dean of Technology and Learning Resources. Department Chair Forwarded email to Dean of Public Services 6/6/19 as reference.</p>	<p>Future Actions Planned: Assessment met. No further action required. Outcome will not be carried forward.</p>

Business Administration Program Outcomes Assessment Report

2018-2019

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Action Plan
5	<p><i>New for 2018-2019</i></p> <p>Work with Coordinator of Educational Partnerships to do recruiting 3 times per high school location during 2018-2019. Added from BA Program Review.</p>	Documentation of recruiting or other events at HS's where program information was presented	<p>MET</p> <p>Met with Coordinator of Educational Partnerships and Coordinator of Student Life and Recruitment to discuss and schedule marketing opportunities with East and West High Schools. The BA program was marketed at three events during the 2018-2019 academic year. See dates and locations below.</p> <p>March 14, 2019 NCWorks Career Fair April 1, 2019 West Montgomery High April 2, 2019 East Montgomery High</p>	<p>Future Actions Planned:</p> <p>Continue to Partner with Coordinator of Educational Partnerships and Coordinator of Student Life to continue marketing programs at the local high school. Carrying the goal forward to 19-20 with modified wording that says:</p> <p>“The Business Administration program will schedule three (3) or more opportunities to market the BA program to local high school students during the 19-20 academic school year.”</p>

Business Administration

Program Outcomes Assessment Report

2019-2020

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Action Plan
<p>College Goal that you're Program Outcome Supports: Develop and implement instructional programs and student support services, in traditional and distance learning formats, consistent with the assessed needs of the constituent groups in the College's service area and with state, regional, and national standards.</p>				
1	<p><i>New for 2019-2020</i></p> <p>Department Chair will correct BUS 121 W1 online course deficiencies identified in the 2019 Peer Review.</p>	<p>Dean of Distance Education email that all is resolved</p>		
2	<p><i>Continued from 2018-2019, with modified wording from 2018-2019 OAR #2:</i></p> <p>The Business Administration program will establish a new baseline to increase enrollment with the use of annual promotional and marketing strategies.</p>	<p>A Log that includes the types of marketing strategies used with recorded feedback, observations, and verbal or written commitments to the Business Administration program.</p>		
3	<p><i>New Goal for 2019-2020</i></p> <p>The Business Administration program will install a new Clear Touch Interactive Panel in room 141 to enhance technology in the course offerings.</p>	<p>2019 Straw Budgets request.</p>		

Business Administration Program Outcomes Assessment Report

2019-2020

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Action Plan
4	<p><i>Continued from 2018-2019, with modified wording from 2018-2019 OAR #5:</i></p> <p>The Business Administration program will schedule three (3) or more opportunities to market the BA program to local high school students during the 19-20 academic school year.</p>	Meeting dates and times scheduled by Dean, Coordinator of Educational Partnership, and Coordinator of Student life will be used to support expected outcome.		

Business Administration Student Learning Outcomes Assessment Report

2018-2019

No.	Expected Student Learning Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Actions Planned
1	<p><i>Continued from 2016-2017</i></p> <p>80% of students will compose a business plan certified by the NC REAL institute.</p>	The business plan will be scored using the BUS 280 Business Plan Grading Rubric.	<p>MET</p> <p>Assessment Results: <u>Online students:</u> 11 of 11 students or 100% successfully composed a business plan certified by the NC REAL institute.</p>	<p>Future Actions Planned: Student learning outcome will be carried forward 2019-2020 at 100%, as it is one of the core components of the Business Administration program.</p>

Business Administration

Student Learning Outcomes Assessment Report

2018-2019

No.	Expected Student Learning Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Actions Planned
			<i>NC Real was only offered as an online course option in 2018-2019.</i>	
2	<p><i>Continued from 2016-2017</i></p> <p>95% of students will complete a SWOT analysis project that will accurately identify the strengths, weaknesses, opportunities, and threats of a specific US based company.</p>	The SWOT Analysis will be assessed based on specific measures of the BUS 110 SWOT Analysis Grading Rubric.	<p>MET</p> <p><u>Assessment Results:</u> <u>Online students:</u> 28 of 28 or 100% of students completed a SWOT analysis identifying the strengths, weaknesses, opportunities and threats of a specific US based company.</p> <p><i>BUS 110 was only offered as an online course option in 2018-2019.</i></p>	<p><u>Future Actions Planned:</u> Student learning outcome will be carried forward 2019-2020 at 100%, as it is one of the core components of the Business Administration program.</p>
3	<p><i>Continued from 2016-2017</i></p> <p>90% of the students will demonstrate understanding of the fundamental accounting equations.</p>	Embedded test question in ACC 120 final exam will be used to assess student outcomes.	<p>NOT MET</p> <p><u>Assessment Results:</u> 89.5% of students were able to demonstrate an understanding of the fundamental accounting equations. <u>Traditional Students:</u> 10 of 10 or 100% of traditional students were successful on this outcome. <u>Online Students:</u> 7 of 9 or 78% of online students were successful on this outcome.</p> <p><u>Analysis</u> SLO's were not met for the online course. One student did not take the exam, and one student missed the questions assessing student learning of fundamental accounting equations.</p>	<p><u>Future Actions Planned:</u> Will retain Student Learning Outcome at 90% for 2019-2020.</p>

Business Administration

Student Learning Outcomes Assessment Report

2019-2020

No.	Expected Student Learning Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Actions Planned
1	<i>Continued from 2018-2019</i> 90% of students will compose a business plan certified by the NC REAL institute.	The business plan will be scored using the BUS 280 Business Plan Grading Rubric.		
2	<i>Continued from 2019-2020</i> 95% of students will complete a SWOT analysis project that will accurately identify the strengths, weaknesses, opportunities, and threats of a specific US based company.	A SWOT Analysis will be used as an assessment tool. The tool will be assessed based on specific measures of the BUS 110 SWOT Analysis Grading Rubric.		
3	<i>Continued from 2018-2019</i> 95% of the students will demonstrate understanding of the fundamental accounting equations.	Embedded test question in ACC 120 final exam will be used to assess student outcomes.		

Criminal Justice Program Outcomes Assessment Report

2018-2019

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Action Plan
College Goal that your Program Outcome Supports: Develop and implement instructional programs and student support services, in traditional and distance learning formats, consistent with the assessed needs of the constituent groups in the College's service area and with state, regional, and national standards.				
1	Carried forward from 2017-2018 CJC program enrollment will increase enrollment from 2016-2017 to 2017-2018 by 10%.	Enrollment Records	NOT MET <u>Assessment Results:</u> AY19: 40 students AY18: 43 students	<u>Future Actions Planned:</u> Will increase marketing efforts. Carrying forward to 2019-2020
2	<i>Carried forward from 2017-2018</i> Decrease the drop/withdraw rate in CJC courses (CJC 111 and CJC 121)	End of Year Roster comparison to 2017-2018 Sections.	MET <u>Assessment Results:</u> Fall 17 6 students w/d (CJC-111) Spring 18 3 students w/d (CJC-121) Fall 18 1 student w/d (CJC-111) Spring 19 1 student w/d (CJC-121) Total CJC course withdrawals improved, as well as the above two courses. Fall 17 (13 total) / Fall 18 (2 total) Spring 18 (10 total)/Spring 19 (8 Total)	<u>Future Actions Planned:</u> Continue weekly contact with students and use of Retention Center in BlackBoard. Carrying forward to 2019-2020
3	<i>New for 2018-2019</i> The Department Chair will increase marketing efforts to recruit and maintain current in-service law enforcement personnel in the CJC A.A.S. Program.	End of Year enrollment data.	NOT MET Did Direct Mailing to BLET Graduates (BLET to Degree). Was able to recruit and maintain (1) in-service law enforcement officers.	<u>Future Actions Planned:</u> Carrying forward to 2019-2020

Criminal Justice Program Outcomes Assessment Report

2018-2019

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Action Plan
4	<p><i>New for 2018-2019</i></p> <p>Criminal Justice Program Head will ensure that CJC-112 Online Instructor will correct the deficiencies identified in the Peer Review Process. (4.17% remain NOT MET)</p>	Dean of Distance Education email that all is resolved	<p>MET:</p> <p>Fall 2018 there was instructor feedback in the forms of Announcements, Gradebook, E-Mail; however, there was no instructor feedback in the Discussion Forum with the intent to let students drive the discussion amongst themselves.</p>	<p>Future Actions Planned:</p> <p>Although MET, the instructor will increase activity in the Discussion Forums in all online courses.</p> <p>Will Not Carry Forward.</p>

Criminal Justice Program Outcomes Assessment Report

2019-2020

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Action Plan
<p>College Goal that your Program Outcome Supports: Develop and implement instructional programs and student support services, in traditional and distance learning formats, consistent with the assessed needs of the constituent groups in the College's service area and with state, regional, and national standards.</p>				
1	<p><i>Carried forward from 2018-2019</i></p> <p>CJC program enrollment will increase enrollment from 2017-2018 to 2018-2019 by 10%.</p>	Enrollment Records		

Criminal Justice Program Outcomes Assessment Report

2019-2020

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Action Plan
2	<p><i>Carried forward from 2018-2019</i></p> <p>Decrease the drop/withdraw rate in CJC courses (CJC 111 and CJC 121)</p>	End of Year Roster comparison to 2018-2019 Sections.		
3	<p><i>Carried Forward from 2018-2019</i></p> <p>The Department Chair will increase marketing efforts to recruit and maintain current in-service law enforcement personnel in the CJC A.A.S. Program.</p>	End of Year enrollment data.		

Criminal Justice Technology

Student Learning Outcomes Assessment Report

2018-2019

	Expected Student Learning Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Actions Planned
1	<p><i>Carried Forward from 17-18</i></p> <p>100% of students will be able to identify/discuss the basic structure of the United States Constitution and the rights/procedures as interpreted by the United States Supreme Court.</p>	<p>Student performance on section test (embedded question) related to learning outcome. (CJC-231)</p>	<p>MET</p> <p><u>Assessment Results:</u> 100% of students were able to identify the basic structure of the US Constitution, and the rights/procedures as interpreted by the US Supreme Court.</p> <p><u>Analysis of Results:</u> 6 students were in a seated modality and 5 students were in an online modality. Both modalities were successful.</p>	<p><u>Future Actions Planned:</u> Not carrying this outcome forward.</p>
2	<p><i>Carried Forward Carried Forward from 17-18</i></p> <p>100% of students will be able to identify and discuss procedures necessary to establish a lawful arrest/search and the admissibility of evidence in a court of law.</p>	<p>Student performance on section test (embedded question) related to learning outcome. (CJC-132)</p>	<p>NOT MET</p> <p><u>Assessment Results:</u> In the seated section, an instructor change occurred midway thru the semester, and the assessment data was not collected by the replacement.</p> <p>The online delivery modality had 100% success (3 out of 3) with identifying and discussing procedures necessary to establish a lawful arrest/search and the admissibility of evidence in a court of law.</p>	<p><u>Future Actions Planned:</u> Due to data not collected in the seated section and the low sample size in the online section, will carry this SLO forward to 2019-2020.</p>

Criminal Justice Technology

Student Learning Outcomes Assessment Report

2018-2019

	Expected Student Learning Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Actions Planned
3	<p><i>New for 2018-2019</i></p> <p>100% of students will be able to identify the three basic types of latent prints.</p>	<p>Student performance on section test (embedded question) related to learning outcome. (CJC-221)</p>	<p>NOT MET: <u>Assessment Results:</u> 86% of students (12 out of 14) were able to identify the three basic types of latent prints.</p>	<p><u>Future Actions Planned:</u> Implement practical latent evidence exercises in both traditional and online courses to better assist students in learning latent fingerprint evidence.</p>

Criminal Justice Technology

Student Learning Outcomes Assessment Report

2019-2020

	Expected Student Learning Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Actions Planned
1	<i>New for 2019-2020:</i> 100% of students will be able to identify the elements of crime.	Student performance on section test (embedded question(s)) related to learning outcome. (CJC 131)		
2	<i>Carried forward from 18-19:</i> 100% of students will be able to identify and discuss procedures necessary to establish a lawful arrest/search and the admissibility of evidence in a court of law.	Student performance on section test (embedded question) related to learning outcome. (CJC-132)		
3	<i>Carried forward from 18-19:</i> 100% of students will be able to identify the three basic types of latent prints.	Student performance on section test (embedded question) related to learning outcome (CJC 221)		

Culinary Program Outcomes Assessment Report

2019-2020

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Action Plan
<p>College Goal that your Program Outcome Supports: Develop and implement instructional programs and student support services, in traditional and distance learning formats, consistent with the assessed needs of the constituent groups in the College's service area and with state, regional, and national standards.</p>				
1	The Culinary curriculum program will enroll 30 curriculum students during its first year of operation.	Informer Reports		
2	The Program Coordinator will explore need/interest in an evening program.	Program Advisory Committee Minutes		

Culinary Student Learning Outcomes Assessment Report

2019-2020

	Expected Student Learning Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Actions Planned
1	100% of the students will successfully complete a food/safety/sanitation exam.	Observation. Safe-Serv Test (CUL 110)		
2	100% students will be able to know the correct temperature and cooking time for basic meats dishes.	Observation. Meat Dishes Quiz (CUL 240)		
3	80% of the students will be able to increase recipe ingredients to increase yields.	Observation & Checklist (CUL 140)		

Dental Assisting Program Outcomes Assessment Report

2018-2019

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Action Plan
<p>College Goal that your Program Outcome Supports: Develop and implement instructional programs and student support services, in traditional and distance learning formats, consistent with the assessed needs of the constituent groups in the College's service area and with state, regional, and national standards.</p>				
1	<p><i>Goal continued from 2017-2018</i></p> <p>Maintain program enrollment each fall to the maximum of 20 available seats.</p>	Informer Report.	<p>NOT MET</p> <p>Assessment Results: 18 students in 18-19, and 19 students in 17-18.</p>	<p>Future Actions Planned: Monitor program enrollment to include current enrollment assessment inventory. Continue to promote Dental Assisting Program to local and surrounding areas.</p> <p>Will carry this goal forward to 2019-2020.</p>
2	<p><i>Goal continued from 2017-2018</i></p> <p>Implement Dental Assisting admissions inventory to include previous academic performance or other predictors of scholastic aptitude and ability to be utilized as criteria in selecting students with the potential to successfully complete the program.</p>	Program retention and completion rate	<p>MET</p> <p>Dental Assisting admissions inventory to include previous academic performance or other predictors of scholastic aptitude and ability to be utilized as criteria in selecting students with the potential to successfully complete the program has been implemented.</p> <p>Analysis of Results: 2019-2020 will be the first full academic year with results available to analysis the admissions criteria.</p>	<p>Future Actions Planned: Program head will continue to monitor admissions inventory.</p> <p>Will not carry this goal forward to 2019-2020.</p>
3	<p><i>Goal continued from 2017-2018</i></p> <p>Update dental laboratory equipment.</p>	Purchase Requisition	<p>MET</p> <p>Requisition to purchase dental lab operatory stools was submitted and approved in March 2019. The stools</p>	<p>Future Actions Planned: Will carry this goal forward to 2019-2020.</p>

Dental Assisting Program Outcomes Assessment Report

2018-2019

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Action Plan
			were purchased and received in April 2019. <u>Analysis of Results:</u> The implementation of new dental lab operatory stools will allow Dental Assisting students to train on up-to-date equipment and reduce the likelihood of equipment failure during instructional time.	
4	<i>New Goal for 2018-2019</i> Increase Dental Assisting Faculty to meet required instructor-student ratio per CODA standards as enrollment numbers increase.	Employment Data	Partially MET Increased adjunct faculty, however, instructor found full time employment and the vacancy was not filled due to a lack of qualified candidates. <u>Analysis of Results:</u> The increase of adjunct faculty allowed students to receive more one on one hands on time with an instructor during lab time.	<u>Future Actions Planned:</u> Will carry this goal forward to 2019-2020.
5	<i>New Goal for 2018-2019</i> The Dental Assisting Department Chair will initiate a meeting of herself, the Dean, the Vice President of Instruction and the Public Information Office to discuss	Meeting Minutes, Advertising / Marketing Plan for Dental Assisting	MET Dental Assisting Program Head has met with the Public Information Office. The results of the meeting included, updating program website and brochure. The creation of a program feature published in the Montgomery Herald in April 2019.	<u>Future Actions Planned:</u> Although not currently accomplished the Public Information Office is in the process of contacting other surrounding newspapers to feature the article in order to promote the program.

Dental Assisting Program Outcomes Assessment Report

2018-2019

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Action Plan
	advertising/marketing options for the Dental Assisting program in surrounding counties. <i>(We have no adjoining county community colleges with the DA program.)</i>		<p><u>Analysis of Results:</u> Increase of public awareness of the Dental Assisting Program and its existence and included information about the success of current students and past graduates.</p>	Will not carry this forward 2019-2020.

Dental Assisting Program Outcomes Assessment Report

2019-2020

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Action Plan
College Goal that your Program Outcome Supports: Develop and implement instructional programs and student support services, in traditional and distance learning formats, consistent with the assessed needs of the constituent groups in the College's service area and with state, regional, and national standards.				
1	<i>Continued from 2018-2019:</i> Increase program enrollment.	Informer Report		
2	<i>Continued from 2018-2019:</i> Update dental laboratory equipment.	Purchase Requisition		
3	<i>Continued from 2018-2019:</i> Increase Dental Assisting Faculty to meet required instructor-student ratio per CODA standards as enrollment increases.	Employment Data Employment Contract(s)		
4	<i>New for 2019-2020:</i> Establish community-student involvement opportunity to promote dental health in the community.	Community Events		

Dental Assisting Student Learning Outcomes Assessment Report

2018-2019

	Expected Student Learning Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Actions Planned
1	<p><i>Carried forward from 17-18</i></p> <p>90% of students will demonstrate competency in identifying specific oral pathological lesions.</p>	Performance on Pathological Lesion Identification Slides (DEN 103)	<p>MET:</p> <p>Assessment Results: 100% of Dental Assisting students were successful in taking and recording patient vital signs.</p> <p>All students were in a hybrid instructional delivery modality.</p>	<p>Future Actions:</p> <p>Continue to teach and emphasize the importance of taking and recording vital signs. Students will continue to be assessed through the use of skill sheet check off "Seating & Dismissing Patient" DEN 101</p> <p>Will not carry this SLO over to 2019-2020 since we have had 100% success for two assessment cycles.</p>
2	<p><i>Carried forward from 17-18</i></p> <p>90% of students will demonstrate competency in entry-level dental assisting skills.</p>	Student performance clinical evaluation skill sheet (DEN 106)	<p>MET</p> <p>Assessment Results: 90% of Dental Assisting students were successful in demonstrating entry level dental assisting skills based on primary clinical site evaluation.</p> <p>DEN 106 was offered in a hybrid format. The course includes external clinical sites.</p>	<p>Future Actions Planned:</p> <p>Continue to teach and emphasize the importance of entry-level dental assisting skills. Students will continue to be assessed through skill sheet check offs and clinical assessment evaluations.</p> <p>Will not carry this SLO over to 2019-2020 since we have shown success for two assessment cycles.</p>

Dental Assisting Student Learning Outcomes Assessment Report

2018-2019

	Expected Student Learning Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Actions Planned
3	<p><i>Carried forward from 17-18</i></p> <p>90% of students will demonstrate competency in taking and recording patient vital signs.</p>	Student performance on skill sheet check off Seating & Dismissing Patient DEN 101	<p>MET</p> <p>Assessment Results: 100% of Dental Assisting students were successful in taking and recording patient vital signs.</p> <p>DEN 101 was offered in a hybrid delivery format.</p>	<p>Future Actions Planned:</p> <p>Continue to teach and emphasize the importance of taking and recording vital signs. Students will continue to be assessed through the use of skill sheet check off “Seating & Dismissing Patient” DEN 101</p> <p>Will not carry this SLO over to 2019-2020 since we have had 100% success for two assessment cycles.</p>
4	<p><i>New Goal 2018-2019</i></p> <p>90% of students will demonstrate competency in pouring maxillary & mandibular alginate impressions</p>	Student performance on skill sheet check off- Pouring Maxillary & Mandibular Alginate Impression (DEN 102)	<p>MET</p> <p>Assessment Results: 100% of Dental Assisting students were successful in pouring maxillary and mandibular alginate impressions.</p> <p>DEN 102 was offered in a hybrid delivery format.</p>	<p>Future Actions Planned:</p> <p>Continue to teach and emphasize the importance of pouring acceptable maxillary and mandibular alginate impressions through the use of skill sheet check off “Pouring Alginate Impressions” DEN 102.</p> <p>Will carry this SLO forward to 2019-2020 to monitor for two assessment cycles.</p>

Dental Assisting Student Learning Outcomes Assessment Report

2019-2020

No.	Expected Student Learning Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Action Plan
1	<i>Carried forward 2018-2019</i> 90% of students will demonstrate competency in pouring maxillary & mandibular alginate impressions	Student performance on skill sheet check off- "Pouring Maxillary & Mandibular Alginate Impression" (DEN 102)		
2	<i>New Goal for 2019-2020:</i> 90% of students will demonstrate competency in completing and obtaining SPICE (State Program Infection Control & Epidemiology) certificate.	Certificate awarded		
3	<i>New Goal for 2019-2020:</i> 90% of students will demonstrate competency in the operation of dental software.	Student performance will be demonstrated by successfully completing grading rubric of course project in the operation of dental software; registration of patient information & scheduling appointments in DEN 105.		
4	<i>New Goal for 2019-2020:</i> 90% of students will demonstrate competency in the fabrication of temporary crowns.	Student performance on skill sheet check off "Fabrication of Temporary Crown" DEN 102.		

Early Childhood Education Program Outcomes Assessment Report

2018-2019

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Action Plan
<p>College Goal that your Program Outcome Supports: Develop and implement instructional programs and student support services, in traditional and distance learning formats, consistent with the assessed needs of the constituent groups in the College's service area and with state, regional, and national standards.</p>				
1	<p><i>Continued from 2017-2018</i></p> <p>The Early Childhood Education faculty will visit at least 3 of the childcare centers in the community in an effort to build a stronger bond, to recruit, and survey training needs of the teachers and staff in the community.</p>	<p>Times and dates of visits. Descriptions of activities. Summary of information gained from these visits.</p>	<p>MET Assessment Results: The Department Chair and part-time instructor visited the 3 main childcare centers (Kountry Kids, WesCare and Family Worship Ministries) along with numerous home centers. The Directors of these centers recommended offering EDU 119 in the evening to accommodate working students.</p> <p>Analysis: Per the recommendation of several of the Directors, EDU 119 will be offered in the evening starting Fall 2019.</p>	<p>Actions Taken: The Department Chair and part-time instructor visited or talked with the centers and Partnership for Children.</p> <p>Future Actions Planned: Public Information Officer is currently working on promotional materials for the ECE program. The Department will hand deliver these materials to Partnership for Children and all the Childcare and Home Care centers in the county.</p> <p>Not carrying this outcome forward to 19-20 as a similar outcome has been added per the Program Review pertaining to marketing.</p>
2	<p><i>Continued from 2017-2018</i></p> <p>Early Childhood Education faculty will conduct self-assessments for at least 2 online courses not previously assessed by the peer review committee.</p>	<p>Copies of completed Course Review self-assessments</p>	<p>MET Assessment Results: The Department Chair conducted a self-assessment on the online EDU 119 and 151 courses.</p>	<p>Actions Taken: An online course self-assessment was completed for EDU 119 and 151. The Department Chair will review her findings with the instructor(s) to improve the course for the Fall 2019 and Spring 2020 semester.</p> <p>Future Actions Planned:</p>

Early Childhood Education Program Outcomes Assessment Report

2018-2019

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Action Plan
				<p>Courses not picked for a peer review, must complete a self-evaluation and submit to the Department Chair.</p> <p>Carrying this outcome forward to 19-20.</p>
3	<p>New Goal for 18-19</p> <p>Promote the B-K Licensure and B-K Non-Licensure transfer track options. Increase enrollment in these tracks by 50%.</p>	Using WebAdvisor and Informer to determine enrollment numbers.	<p>MET</p> <p><u>Assessment Results:</u> Current enrollment 4 = BK Licensure transfer track 1 = BK Non-Licensure transfer track.</p> <p><u>Analysis:</u> Both the BK Licensure and Non-Licensure transfer tracks started Fall 2018. As such, the enrollment previously was zero.</p>	<p><u>Actions Taken:</u> The Department Chair promoted the new Early Childhood Education tracks by attending the two CTE/CCP Fairs at East and West Montgomery High School. She also set up a booth during the Career Fair to promote the three tracks. The Department Chair has provided copies of the new Early Childhood brochures and program cards to Montgomery County Schools along with Partnership for Children and the three main childcare centers.</p> <p><u>Future Actions Planned:</u> Carrying this outcome to 19-20 combined with the #4 outcome.</p>

Early Childhood Education Program Outcomes Assessment Report

2018-2019

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Action Plan
4	<p><i>Continued from 2017-2018</i></p> <p>Early Childhood Education faculty will work with others (identified, such as the Public Information Officer) to increase enrollment by 80% in the Early Childhood program non-transfer track.</p>	<p>Marketing materials and/or descriptions of marketing activities.</p> <p>EDU Rosters showing increased enrollment.</p>	<p>NOT MET</p> <p>Assessment Results: 2018 had 31 ECE students ECE Degree = 30 ECE CCP = 1</p> <p>2019 had 37 total students ECE non-transfer degree = 29 ECE transfer tracks degree = 5 ECE Certificate = 1 ECE CCP = 2</p> <p>Analysis: Even though enrollment within the non-transfer track decreased, the total number of students within the Early Childhood program increased.</p>	<p>Actions Taken: The Department Chair promoted the three new Early Childhood Education tracks by attending the two CTE/CCP Fairs at East and West Montgomery High School. She also set up a booth during the Career Fair to promote the three tracks. The Department Chair has provided copies of the new Early Childhood brochures and program cards to Montgomery County Schools along with Partnership for Children and the three main childcare centers.</p> <p>Future Actions Planned: Carrying this outcome to 19-20 combined with the #4 outcome.</p>
5	<p><i>New for 2018-2019</i></p> <p>Program Chair will ensure that EDU-261 Online Instructor will correct the deficiencies identified in the Peer Review Process. (4.17% remain NOT MET)</p>	<p>Dean of Distance Education email that all is resolved</p>	<p>MET</p> <p>EDU 261 online peer review corrections have been completed.</p>	<p>Future Actions Planned: Not carrying forward as issues have been resolved.</p>

Early Childhood Education Program Outcomes Assessment Report

2019-2020

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Action Plan
<p>College Goal that your Program Outcome Supports: Develop and implement instructional programs and student support services, in traditional and distance learning formats, consistent with the assessed needs of the constituent groups in the College's service area and with state, regional, and national standards.</p>				
1	<p><i>Continued from 2018-2019:</i></p> <p>Early Childhood Education faculty will conduct self-assessments for at least 2 online courses not previously assessed by the peer review committee.</p>	<p>Copies of completed Course Review self-assessments</p>		
2	<p><i>Continued from 2018-2019:</i></p> <p>Promote the B-K Licensure and B-K Non-Licensure transfer track options. Increase enrollment in these tracks by 50%.</p>	<p>Using WebAdvisor and Informer to determine enrollment numbers.</p>		
3	<p><i>Continued from 2018-2019:</i></p> <p>Early Childhood Education faculty will work with others (identified, such as the Public Information Officer) to increase enrollment by 80% in the Early Childhood program non-transfer track.</p>	<p>Marketing materials and/or descriptions of marketing activities.</p> <p>EDU Rosters showing increased enrollment.</p>		

Early Childhood Education Program Outcomes Assessment Report

2019-2020

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Action Plan
4	<i>New for 2019-2020:</i> Report out on the status of the Early Childhood Marketing Plan.	Follow-up report to VP of Instruction		
5	<i>New for 2019-2020:</i> Program Chair will ensure that EDU-234 Online Instructor will correct the deficiencies identified in the Peer Review Process. (3 NOT MET)	Dean of Distance Education email that all is resolved		
6	<i>New for 2019-2020:</i> Provide a written report to the Vice President of Instruction about OER content available for Early Childhood program of student, to decrease student costs.	Written Report Or Vice President of Instruction email that discussion took place		

Early Childhood Education Student Learning Outcomes Assessment Report

2018-2019

	Expected Student Learning Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Actions Planned
1	<p><i>Continued from 17-18</i></p> <p>100% Early Childhood Education students will demonstrate knowledge and skills of professionalism in the workplace with a score of at least 90 on a scoring checklist noting specific skills such as communication skills, attendance, and ethical conduct.</p>	EDU 284 Evaluations completed by the practicum site supervisor and the supervising instructor.	<p>MET</p> <p><u>Assessment Results:</u> 100% of students demonstrated proficiency in their communication skills, attendance and ethical conduct in the workplace.</p> <p><u>Analysis:</u> Students are provided a Capstone Practicum Handbook at the beginning of the semester that includes student expectations and responsibilities. Each week students discussed issues or concerns with their practicum site with their classmates and the instructor.</p>	<p><u>Actions Taken:</u> The required timesheets, observations, and discussions helped students be more successful this semester.</p> <p><u>Future Actions Planned:</u> Carrying this outcome forward to 19-20.</p>
2	<p><i>Continued from 17-18</i></p> <p>90% of students will successfully write anecdotal notes of children's activities with a score at least 80 or above on a scoring checklist.</p>	Lesson Plan scores (EDU 259)	<p>MET</p> <p><u>Assessment Results:</u> 90% of students successfully wrote anecdotal notes of children's activities.</p> <p><u>Analysis:</u> Students used Cengage MindTap for this course. The lesson plan templates included in MindTap were a big success. Students were able to better understand how to accurately write a plan for various subjects and activities.</p>	<p><u>Actions Taken:</u> MindTap was used to teach this course in Curriculum Planning. Included in the MindTap course were Lesson Plan template scenarios. Students were given various subject matters and were required to write a plan based on the information provided.</p> <p><u>Future Actions Planned:</u> Will not be carrying this outcome forward.</p>

Early Childhood Education Student Learning Outcomes Assessment Report

2018-2019

	Expected Student Learning Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Actions Planned
3	<p><i>Continued from 17-18</i></p> <p>90% of students will successfully collaborate with peers and complete a curriculum group project assignment with a score of at least 80 on the grading checklist.</p>	Project scoring sheet. (EDU 259)	<p>NOT MET</p> <p><u>Assessment Results:</u> 75% of students (3 out of 4) successfully collaborated with peers and completed a curriculum group project assignment.</p> <p><u>Analysis:</u> Students were provided explicit details for this project along with a grading rubric. Numerous announcements were posted within the online course to remind students of the assignment details and deadline.</p>	<p><u>Actions Taken:</u> As stated above for Outcome #2 - MindTap was used to teach this course in Curriculum Planning. Students had Lesson Plan template scenarios to complete for practice to help prepare them for this group lesson plan project.</p> <p><u>Future Actions Planned:</u> Carrying this outcome forward to 19-20.</p>

Early Childhood Education Student Learning Outcomes Assessment Report

2019-2020

	Expected Student Learning Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Actions Planned
1	<p><i>Continued from 18-19:</i></p> <p>100% Early Childhood Education students will demonstrate knowledge and skills of professionalism in the workplace with a score of at least 90 on a scoring checklist noting specific skills such as communication skills, attendance, and ethical conduct.</p>	<p>EDU 284 Evaluations completed by the practicum site supervisor and the supervising instructor. Students will be provided a rubric/checklist on the grading criteria.</p> <p>EDU 119 (Code of Ethics assignment) with rubric.</p>		
2	<p><i>New for 19-20</i></p> <p>80% of students will successfully be able to design an appropriate childcare learning environment.</p>	<p>EDU 119 (Design a childcare/preschool classroom assignment) with rubric.</p>		
3	<p><i>Continued from 18-19:</i></p> <p>90% of students will successfully collaborate with peers and complete a lesson plan group project assignment with a score of at least 80 on the grading checklist.</p>	<p>Project scoring sheet. (EDU 259)</p>		

Electrical Systems Technology Program Outcomes Assessment Report

2018-2019

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Action Plan
<p>College Goal that your Program Outcome Supports: Develop and implement instructional programs and student support services, in traditional and distance learning formats, consistent with the assessed needs of the constituent groups in the College's service area and with state, regional, and national standards.</p>				
1.	<p><i>Carried forward from 17-18:</i></p> <p>Add a Control Systems Technician Certificate to the existing EST Program to be available by Fall 2020.</p>	2019 or newest Course catalog showing certificates offered in the EST Program	<p>MET</p> <p>This certificate was turned in to Dean of CTE and is being considered.</p> <p>The name of the certificate was changed to PLC Technician Certificate, to better comply with the job skills that some of the companies we provide technicians for are looking for.</p>	<p><u>Future Actions Planned:</u></p> <p>Vice President of Instruction needs to review the proposed certificates. College wants stackable certificates, so that completers acquire skills at each stage to enable employment.</p>
2.	<p><i>Carried forward from 17-18:</i></p> <p>Continue to promote the Alternative Energy Certificate, & encouraging more completers of the Certificate. <i>(This will help students to be prepared to work for the solar companies that keep coming to our county.)</i></p>	Marketing and completion records in Informer.	<p>MET</p> <p>67% of the current second year students were hired on April 15, 2019 by the same company. Positions are to man a solar farm in Monroe N.C.</p>	<p><u>Future Actions Planned:</u></p> <p>Find out why 100% of the second year students were not employed by this company</p> <p>Plan other projects for the ALT 120 class and invite this company to come visit the project and provide input on other techniques they would like to see employed.</p>

Electrical Systems Technology Program Outcomes Assessment Report

2019-2020

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Action Plan
<p>College Goal that your Program Outcome Supports: Develop and implement instructional programs and student support services, in traditional and distance learning formats, consistent with the assessed needs of the constituent groups in the College's service area and with state, regional, and national standards.</p>				
1	<p><i>New for 2019-2020:</i></p> <p>Identify the electrical industry certifications and develop a plan to implement them into the EST program to include the State of N.C., ISCET and NIMS.</p>	<p>State licensing office/board. Industry certification centers and testing sites. Local employers of our students.</p>		
2	<p><i>Continued from 2018-19:</i></p> <p>Continue to promote the Alternative Energy Certificate, & encouraging more completers of the Certificate. (This will help students to be prepared to work for the solar companies that keep coming to our county and surrounding counties.)</p>	<p>Enrollment records in Informer</p>		
3	<p><i>New for 2019-2020:</i></p> <p>Add an Industrial Electronics Technician Certificate to the existing EST Program to be available by Fall 2020. This</p>	<p>Newest catalog showing certificates offered in the EST Program.</p>		

Electrical Systems Technology Program Outcomes Assessment Report

2019-2020

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Action Plan
	is to provide a way to help students pass the ISCET, Certified Electronics Technician certification test.			

Electrical Systems Technology Student Learning Outcomes Assessment Report

2018-2019

	Expected Student Learning Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Actions Planned
1	<p><i>New for 2018 – 2019</i></p> <p>80% of the students will be able to demonstrate the ability to troubleshoot thyristor circuits.</p>	Rubric and checklist Instructor Observation (ELN 229)	<p>NOT MET</p> <p><u>Assessment Results:</u> 50% of students were able to troubleshoot the thyristor circuit without assistance from the instructor.</p> <p><u>Analysis of Results:</u> Need better understanding of basic semiconductor theory. Understanding where to put the meter leads.</p>	<p><u>Future Actions Planned:</u> Spend more time in labs with field testing semiconductors with a meter. Spend more time with a digital meter rather than an analog meter.</p> <p>Carrying forward with wording modification (see #2 on 19-20.)</p>

Electrical Systems Technology

Student Learning Outcomes Assessment Report

2018-2019

	Expected Student Learning Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Actions Planned
2	<p><i>New for 2018 – 2019</i></p> <p>80% of the students will be able to demonstrate the ability to setup, program and troubleshoot a PID Loop. (Process Control Loop)</p>	Rubric and checklist Instructor Observation (PCI 264)	<p>MET</p> <p><u>Assessment Results:</u> 80% of the students were able to set up a program to control the level as stated.</p> <p><u>Analysis of Results:</u> Starting with a loop control program where the student has to tell the PLC how to control the process helps.</p>	<p><u>Future Actions Planned:</u> Do a control loop for three different systems. Different types of analog sensors that have different scaling factors within the same loop.</p> <p>Carrying forward with wording modification (see #3 on 19-20.)</p>
3	<p><i>New for 2018 – 2019</i></p> <p>80% of the students will be able to setup, use and troubleshoot a Sequencer instruction routine to replace Drum Switch mechanisms currently used in older plants.</p>	Rubric and checklist Instructor Observation (ELN 260)	<p>MET</p> <p><u>Assessment Results:</u> 100% of the students were successful at setting up a program that demonstrates the student's understanding of how to implement a sequencer program.</p>	<p><u>Future Actions Planned:</u> Use the Sequencer Instruction on other type of systems other than a stoplight. Apply the instruction to process control functions.</p> <p>Not carrying forward to 18-19 because all students were successful.</p>

Electrical Systems Technology

Student Learning Outcomes Assessment Report

2019-2020

	Expected Student Learning Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Actions Planned
1	<i>New for 19-20:</i> 80% of students will be able to troubleshoot a motor control circuit to NIMS standards.	Rubric and Checklist Instructor Observation Passing a subject related NIMS practice test with a 75 or better. (ELC 117)		
2	<i>Carried forward from 18-19 with wording modification:</i> 80% of students will be able to troubleshoot an industrial control circuit containing semiconductors to NIMS standards.	Rubric and Checklist Instructor Observation Passing a subject related NIMS practice test with a 75 or better. (ELN 229)		
3	<i>Carried forward from 18-19 with wording modification:</i> 80% of students will be able to set up and troubleshoot an industrial process control system to NIMS Standards.	Rubric and Checklist Instructor Observation Passing a subject related NIMS practice test with a 75 or better. (PCI 264)		
4	<i>New for 19-20:</i> 80% of students will be able to set up and troubleshoot a VFD system to NIMS standards.	Rubric and Checklist Instructor Observation Passing a subject related NIMS practice test with a 75 or better. (ELC 135)		

Facilities Maintenance Technology Program Outcomes Assessment Report

2019-2020

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Action Plan
College Goal that your Program Outcome Supports: Develop and implement instructional programs and student support services, in traditional and distance learning formats, consistent with the assessed needs of the constituent groups in the College's service area and with state, regional, and national standards.				
1	The Facilities Maintenance program will enroll 50 curriculum students during its first year of operation.	Informer Reports		
2	Dean and Instructors will explore the need/interest in an evening program.	Program Advisory Committee Minutes		

Facilities Maintenance Technology

Student Learning Outcomes Assessment Report

2019-2020

	Expected Student Learning Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Actions Planned
1	<i>New for 2019-2020</i> 90% of the students will demonstrate appropriate blueprint reading skills.	Observation. Blueprint Reading Checklist. (MAS 110 or 140)		
2	<i>New for 2019-2020</i> 80% of the students will demonstrate the ability to layout and perform basic framing.	Observation. Layout/Framing Checklist (CAR 111 or 112)		
3	<i>New for 2019-2020</i> 90% of students will demonstrate the safe use of tools utilized in the plumbing trade.	Observation. Safety Checklist. (PLU 115 or 120)		
4	<i>New for 2019-2020</i> 80% of students will draft a landscape design according to sustainable practices.	Observation. Landscape Design Rubric. (HOR 112 or 114)		

Food Service Technology Program Outcomes Assessment Report

2019-2020

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Action Plan
College Goal that your Program Outcome Supports: Develop and implement instructional programs and student support services, in traditional and distance learning formats, consistent with the assessed needs of the constituent groups in the College's service area and with state, regional, and national standards.				
1	<i>New for 2019-2020</i> The Coordinator of Prison Programming will develop an Advisory Committee of individuals in the foodservice industry to review the program and make suggestions for additional offerings.	Advisory Committee List and Minutes documenting meeting of the Committee		
2	<i>New for 2019-2020</i> 95% of the students enrolling in the Foodservice Technology Certificate will complete and receive the Certificate.	Graduate Informer Report		
3	<i>New for 2019-2020</i> 90% of all students enrolled in the Food Service Technology program will be able to effectively participate on teams.	Classroom observation		

Food Service Technology Student Learning Outcomes Assessment Report

2019-2020

	Expected Student Learning Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Actions Planned
1	<i>New for 2019-2020</i> 100% of the students will complete the ServSafe course and pass the certification test.			
2	<i>New for 2019-2020</i> 90% of students will be able to distinguish between on-site and commercial food service and identify how it has similar characteristics	Question #5 on Chapter 1 exam (FST 100)		
3	<i>Carried forward from 16-17.</i> 90% of the students will have a working knowledge of how to interpret a food venue's SOP (Standard Operating Procedure) and to develop and implement the SOP in an organization.	Evaluation Rubric. (FST 100)		

Forest Management Technology Program Outcomes Assessment Report

2018-2019

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Action Plan
<p>College Goal that your Program Outcome Supports: Develop and implement instructional programs and student support services, in traditional and distance learning formats, consistent with the assessed needs of the constituent groups in the College's service area and with state, regional, and national standards.</p>				
1	<p><i>Carried forward from 17-18</i></p> <p>Attend meetings and make contact with attendees at the Society of American Foresters and North Carolina Forestry Association State meetings to promote employment opportunities for graduates. Department Chair will work with both new faculty members to begin involvement with the local and state chapters of SAF.</p> <p>New contacts will be made by all three Full-time Instructors resulting in increased career opportunities for graduates</p>	<p>The Program Head will continue to build and monitor an electronic file with the tracking information for potential employment opportunities for graduates.</p>	<p>MET</p> <p>Department Chair and full-time faculty (Dylan Hurley) attended the NC Forestry Association annual meeting, and attended the Board of Director's meetings during the 2018-2019 academic year.</p> <p>Full-time forestry instructors (Dylan Hurley and Josh Hussey) have begun attending the Sandhills Chapter Society of American Foresters and Central Carolina Forestry Club monthly meetings.</p>	<p>Future Actions Planned:</p> <p>Department Chair has been appointed to another one-year term (2019) on the NC Forestry Association Board of Directors. In addition, full-time forestry instructor (Dylan Hurley) has been appointed to a one-year term to the NC Forestry Association's Board of Directors. Dylan Hurley expects to take on an expanded role within the Sandhills Chapter Society of American Foresters as well as the Central Carolina Forestry Club. This will ensure that MCC Forestry will continued to have a presence on a Statewide basis thus increasing the likelihood of future contacts for employment opportunities for MCC Forestry graduates.</p>
2	<p><i>Carried forward from 17-18</i></p> <p>Begin training new Full Time faculty member for Administrative</p>	<p>Department Chair will continue work with Full Time faculty member on program administration. New Faculty member will Institutional</p>	<p>MET</p> <p>Department Chair worked with new Full Time Faculty member on 2018-2019 budget, program review, institutional effectiveness, as well as various other daily administrative</p>	<p>Future Actions Planned: The New Department Chair will work with Forestry Faculty on program administration, focusing on responsibilities related to the</p>

Forest Management Technology Program Outcomes Assessment Report

2018-2019

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Action Plan
	Requirements in the Forestry program.	Effectiveness and program equipment and supplies.	responsibilities, and new faculty member began advising many of the programs students.	administration of the forestry club in 2019-2020.
3	<i>Carried forward from 17-18</i> Add Drone Technology to Forestry program.	Drone Technology Instruction introduced 2017-2018 will be evaluated by Department Chair. Department Chair will consult with Forest Industry and modifications will be made to curriculum effective Fall 2018.	MET Drone technology continued to be a point of emphasis in Forest Surveying and Aerial Photo Interpretation. Full Time Faculty attended Pix 4-D Seminar on Drone and related Software. Information was gained to add to Instructional material for students. Updated video's on the use of drones in Agriculture applications were added to course.	<u>Future Actions Planned:</u> Based on Seminars, back to industry contracts, an ever-evolving set of regulations surrounding the commercial use of drone technology, and a limited amount of professional application for drone technology at the forest technician level - no further drone Instruction will be needed at this time. Will not be carrying this goal forward.
4	<i>New for 18-19</i> Plan and Develop a Research Forest in MCC outdoor Lab.	Department Chair will develop a plan for a Research Forest. Department Chair will complete Site Preparation in Summer/Fall 2018 and Plant Genetically Improved Tree's in the Winter 2019	MET Site preparation was completed in April of 2019. The students will conduct a planting operation in the closing weeks of the spring 2019 academic semester.	<u>Future Actions Planned:</u> Planting operations are expected to be completed by the end of the spring 2019 semester. Survival and growth rates will need to be monitored for several years to come

Forest Management Technology Program Outcomes Assessment Report

2019-2020

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Action Plan
<p>College Goal that your Program Outcome Supports: Develop and implement instructional programs and student support services, in traditional and distance learning formats, consistent with the assessed needs of the constituent groups in the College's service area and with state, regional, and national standards.</p>				
1	<p><i>Carried forward from 18-19</i></p> <p>Attend meetings and make contact with attendees at the Society of American Foresters and North Carolina Forestry Association State meetings to promote employment opportunities for graduates. Department Chair will work with both new faculty members to begin involvement with the local and state chapters of SAF.</p> <p>New contacts will be made by all Full-time Instructors resulting in increased career opportunities for graduates.</p>	<p>The Program Head will continue to build and monitor an electronic file with the tracking information for potential employment opportunities for graduates.</p>		
2	<p>Continued from 2018-2019</p> <p>Continue training new Full Time faculty member for Administrative Requirements in the Forestry program.</p>	<p>New Department Chair will begin working with Full Time faculty member on program administration, focusing on transitioning responsibilities related to operating the forestry club.</p>		

Forest Management Technology Program Outcomes Assessment Report

2019-2020

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Action Plan
3	<i>New for 2019-2020</i> Establish and monitor Research Forest in MCC outdoor Lab.	Department Chair will develop continuous forest inventory on the research forest. The early goals of this process will be to monitor and evaluate survival and growth rates within the research forest.		
4	<i>New for 2019-2020</i> The NEW Forestry Chair will monitor the student success rate of the FOR-121 course, to ensure the action plan has improved success. Fall 2017 61% Fall 2018 62%	Informer Report Grade Distribution Instructor Analysis		
5	<i>New for 2019-2020</i> The NEW Forestry Chair will monitor the student success rate of the FOR-123 course, to ensure the action plan has improved success.	Informer Report Grade Distribution Instructor Analysis		
6	<i>New for 2019-2020</i> The NEW Forestry Chair will work with the instructor of GIS-111, GIS-121 and	Dean of Technology & Learning Resources email noting resolved		

Forest Management Technology Program Outcomes Assessment Report

2019-2020

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Action Plan
	GIS-215 to ensure the NOT MET items from the peer review are resolved.			
7	<i>New for 2019-2020</i> Work with the Director of Educational Partnerships to visit Montgomery County high schools and present information about the Forestry program to Early College High School students.	Calendar entries about HS visits or presentations to EC		
8	<i>New for 2019-2020</i> Meet with the Public Information Officer to see if there is any opportunity to collaborate with "Carolina All Out" on a Forestry related YouTube.	YouTube video (Carolina All Out)		
9	<i>New for 2019-2020</i> Meet with the Program Facilitator for Gunsmithing (and the Public Information Officer) to discuss including the Forestry program of study in his social media and/or rotating topical podcasts efforts.	Social media and/or podcasts		

Forest Management Technology Student Learning Outcomes Assessment Report

2018-2019

	Expected Student Learning Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Actions Planned
1	<i>Continued from 2017-2018</i> 100% of students will learn how to complete a Digital Data Collection project.	Student performance on the Digital Data Collection Project. All data successfully collected. (FOR 215) Yes or No	MET <u>Assessment Results:</u> 100% of students successfully completed a Digital data project	<u>Future Actions Planned:</u> This Student Learning Outcome is critical to the success and employability of Forest Management Technology graduates. Will continue this SLO and monitor to ensure all graduates obtain this skill.
2	<i>Continued from 2017-2018</i> 100% of students will be able prepare a Prescribed Burning Plan with emphasis on Smoke Management Laws.	Student performance on preparing a plan indicating proper smoke management in accordance with guidelines. (FOR 240) Yes or No	MET <u>Assessment Results:</u> 100% of students completed a Burning Plan indicating that smoke management will be in accordance with state guidelines.	<u>Future Actions Planned:</u> This Student Learning Outcome is critical to the success and employability of Forest Management Technology graduates. Will continue this SLO and monitor to ensure all graduates obtain this skill.
3	<i>Continued from 2017-2018</i> 100% of students will be able to prepare a Timber Harvest plan with emphasis on Water Quality Laws.	Student performance on preparing a plan indicating correct water control devices on a Timber Harvesting site. (FOR 285) Yes or No	MET <u>Assessment Results:</u> 100% of students prepared a Pre-Harvest Logging Plan indicating correct water control devices for a Timber Harvest Site assuring compliance with Forest Practice Guidelines.	<u>Future Actions Planned:</u> This Student Learning Outcome is critical to the success and employability of Forest Management Technology graduates. Will continue this SLO and monitor to ensure all graduates obtain this skill.

Forest Management Technology Student Learning Outcomes Assessment Report

2018-2019

	Expected Student Learning Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Actions Planned
4	<i>Continued from 2017-2018</i> 100% of students will be able to determine total tree height by the proper use of a Clinometer.	Student performance on a field skills checklist noting Pass, Pass Minus or No Credit. (FOR 232)	MET Assessment Results: 100% of students demonstrated the ability to determine total tree height by the proper use of a clinometer.	Future Actions Planned: Not carrying this outcome forward as there have been two consecutive years of 100% success.
5	<i>Continued from 2017-2018</i> 100% of students will be able to determine percent growth rate of a tree using a diameter tape and field guide.	Student performance on a field skills checklist noting Pass, Pass Minus or No Credit. (FOR 232)	MET Assessment Results: 100% of students demonstrated the ability to determine percent growth rate of a tree using a diameter tape and field guide.	Future Actions Planned: Not carrying this outcome forward as there have been two consecutive years of 100% success.

Forest Management Technology Student Learning Outcomes Assessment Report

2019-2020

	Expected Student Learning Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Actions Planned
1	<i>Continued from 2018-2019</i> 100% of students will learn how to complete a Digital Data Collection project.	Student performance on the Digital Data Collection Project. All data successfully collected. (FOR 215) Yes or No		

Forest Management Technology

Student Learning Outcomes Assessment Report

2019-2020

	Expected Student Learning Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Actions Planned
2	<p><i>Continued from 2018-2019</i></p> <p>100% of students will be able prepare a Prescribed Burning Plan with emphasis on Smoke Management Laws.</p>	<p>Student performance on preparing a plan indicating proper smoke management in accordance with guidelines. (FOR 240) Yes or No</p>		
3	<p><i>Continued from 2018-2019</i></p> <p>100% of students will be able to prepare a Timber Harvest plan with emphasis on Water Quality Laws.</p>	<p>Student performance on preparing a plan indicating correct water control devices on a Timber Harvesting site. (FOR 285) Yes or No</p>		
4	<p><i>New for 2019-2020</i></p> <p>100% of students will be able to determine the basal area per acre using an angle gauge</p>	<p>Student performance on a field skills checklist noting Pass, Pass Minus or No Credit will be documented. (FOR 232)</p>		
5	<p><i>New for 2019-2020</i></p> <p>100% of students will be able to accurately place a tree into the appropriate 2-inch diameter class.</p>	<p>Student performance on a field skills checklist noting, Pass, Pass Minus or No Credit will be documented. (FOR 232)</p>		

General Education Competencies Outcomes Assessment Report

2018-2019

General Education Competency	Course to Evaluate	Program of Study	Activities	Measure	Evaluation Criteria	Assessment Results	How do you plan to improve the outcome in the future?
<p><i>Basic Use of Computers</i></p> <p>Students will be able to perform basic, routine computer operations with an operating system, internet browser, and an appropriate office software.</p>	CIS 110	All AAS	Instructors will give comprehensive modular exams in the following subjects: (1) computing basics and internet fundamentals, (2) Microsoft Office and Microsoft Windows fundamentals, (3) Microsoft Word fundamentals, (4) Microsoft Excel fundamentals, and (5) Microsoft PowerPoint fundamentals.	A blend of multiple choice and lab tests are used. All lab tests have a rubric (grade sheet).	75% or more of the CIS 110 students will pass the course with a grade of C or better.	<p>NOT MET</p> <p><u>Assessment Results:</u> 74% of the students passed the course with a grade of C or better. This is an increase of 4% over 2017-2018 results.</p> <p>7% made a D (In some of the AAS programs, a D is an acceptable grade to earn their degree.) 14% failed. 5% failed to attend, which equates to an F. 20 students withdrew from the course.</p>	<p><u>Future Actions Planned:</u> To continue improving, we will continue sending reminders and grade alerts to students. The new AVISO system should also assist us with this once it is implemented.</p>
	ACA 122	AA, AS, AGE, AFA, AE, and EDU BK AAS	Module 1 called IT Prep Test	Number of correct answers on the test.	75% or more of the ACA 122 students will pass the Module 1 test with a C or better.	<p>MET</p> <p><u>Assessment Results:</u> Traditional Seated Students: Met= 89% of students scored a 70 or higher on the Module 1 Computer Competency (IT Prep) Test.</p>	<p><u>Future Actions Planned:</u> The test is currently given in Module 1. Plan to move the test to Module 2 to allow students to complete the IT review that is included in Module 1 before taking the Test.</p>

General Education Competencies Outcomes Assessment Report

2018-2019

General Education Competency	Course to Evaluate	Program of Study	Activities	Measure	Evaluation Criteria	Assessment Results	How do you plan to improve the outcome in the future?
						<p>Online Students: Met=88% of students scored a 70 or higher on the Module 1 Computer Competency (IT Prep) Test.</p> <p>Hybrid students: hybrid sections not offered.</p>	
	EDU 119	EDU A55220C	Research assignments utilizing computer and creating associated report using computer.	Research Assignment Rubric	90% of the EDU 119 students will pass the research assignment with a C or better.	<p>MET <u>Assessment Results:</u> Online Students: 94% of students passed the research assignment with a C or better.</p>	<p><u>Future Actions Planned:</u> Only 1 student did not meet the outcome. They did not do the research assignment – in fact, they quit doing anything in class. Instructor made repeated efforts to re-engage the student to no avail.</p> <p>No changes planned in pedagogy at this time.</p>
<p><i>Fundamental Math Skills</i></p> <p>Students will be able to use mathematics to solve problems.</p>	MAT 110	ACHR, BUS, CJC, EC, FOR, GSM, HST, HST/DDT, HSSM, IT, MED, OST	Instructors will give an exam.	Embedded Test Questions on MAT 110 Exam	Students will be able to correctly answer 65% of the total number of test answers possible to problems related to the Measures of Central Tendency.	<p>MET <u>Assessment Results:</u> Summer 2018 MAT 110-01 (Seated Delivery) 75.0% of the students successfully solved problems related to Measures of Central Tendency.</p>	<p><u>Future Actions Planned:</u> No changes planned in pedagogy at this time.</p>

General Education Competencies Outcomes Assessment Report

2018-2019

General Education Competency	Course to Evaluate	Program of Study	Activities	Measure	Evaluation Criteria	Assessment Results	How do you plan to improve the outcome in the future?
						<p>Fall 2018 MAT 110-01 (Seated Delivery) 100% of the students successfully solved problems related to Measures of Central Tendency.</p> <p>MAT 110-W1 (Online Delivery) 66.67% of the students successfully solved problems related to Measures of Central Tendency.</p> <p>Spring 2019 MAT 110-01 (Seated Delivery) 83.33% of the students successfully solved problems related to Measures of Central Tendency.</p> <p>MAT 110-W1 (Online Delivery) 98.25% of the students successfully solved problems related to Measures of Central Tendency.</p>	

General Education Competencies Outcomes Assessment Report

2018-2019

General Education Competency	Course to Evaluate	Program of Study	Activities	Measure	Evaluation Criteria	Assessment Results	How do you plan to improve the outcome in the future?
	MAT 121	EST IST	Instructors will give an exam.	Embedded Test Questions on MAT 121 Exam	70% students will demonstrate the ability to graph lines using various graphing techniques.	<p>NOT MET</p> <p><u>Assessment Results:</u> Spring 2018 MAT 121-01 (Seated Delivery) 66.67% of the students demonstrated the ability to graph lines using various graphing techniques.</p> <p><u>Analysis of Results:</u> There were only 6 students in the MAT-121-01 Seated (small cohort). If just one additional student had demonstrated the graphing technique, it would have been 83% success.</p> <p>A new Math instructor was hired during this period and was unaware of the data collection process for the MAT sections listed.</p>	<p><u>Future Actions Planned:</u> The new math instructor has been made aware of the data collection needed in the future.</p> <p>Given the small cohort this year, we will continue as we have been on the pedagogy, and assess it next year.</p>
	MAT 143	AA	Instructors will give an exam.	Embedded Test Questions on MAT 143 Exam	Students will be able to correctly answer 70% of the total number of test answers possible to	<p>MET</p> <p><u>Assessment Results:</u> Spring 2018 MAT-143-01 (Seated Delivery)</p>	<p><u>Future Actions Planned:</u> No changes planned in pedagogy at this time.</p>

General Education Competencies Outcomes Assessment Report

2018-2019

General Education Competency	Course to Evaluate	Program of Study	Activities	Measure	Evaluation Criteria	Assessment Results	How do you plan to improve the outcome in the future?
					problems related to the Measures of Variation.	91.67% of students were able to solve problems related to measures of variation. MAT-143-02 (Seated Delivery) 70.00% of students were able to solve problems related to measures of variation.	
	MAT 152	AA, HST, HST/DDT	Instructors will give an exam.	Embedded Test Questions on MAT 152 Exam	Students will be able to correctly answer 70% of the total number of test answers possible to basic problems in probability.	MET Assessment Results: Fall 2018 MAT-152-01 (Seated Delivery) 75.00% of students successfully solved problems related to basic problems in probability.	Future Actions Planned: Additional examples will be added to instruction to improve student success rates.
	MAT 171	AA, AS, HST, HST/DDT	Instructors will give an exam.	Embedded Test Questions on MAT 171 Exam	70% students will demonstrate the ability to graph lines using various graphing techniques.	MET Assessment Results: Fall 2018 MAT 171-01R (Seated Delivery) 75.00% of the students demonstrated the ability to	Future Actions Planned: The new math instructor has been made aware of the data collection needed in the future.

General Education Competencies Outcomes Assessment Report

2018-2019

General Education Competency	Course to Evaluate	Program of Study	Activities	Measure	Evaluation Criteria	Assessment Results	How do you plan to improve the outcome in the future?
						<p>graph lines using various graphing techniques.</p> <p>MAT 171-01 (Seated Delivery), MAT 171-02 (Seated Delivery) and MAT 171 03 (Seated Delivery) no date was collected by a new Math instructor who was unaware he needed to collect data for analysis.</p> <p>Spring 2018 MAT 171-01 (Seated Delivery) 80.77% of the students demonstrated the ability to graph lines using various graphing techniques.</p> <p><u>Analysis of Results:</u> A new Math instructor was hired during this period and was unaware of the data collection process for the MAT sections listed.</p>	
	MAT 271	AE	Instructors will give an exam.	Embedded Test Questions on MAT 271 Exam	70% students will demonstrate the ability to solve problems related to derivatives	<p>MET <u>Assessment Results:</u> 75% of all students during 18-19 were successful in</p>	<p><u>Future Actions Planned:</u> The same measurement will be used for the 2019/2020 academic year since a new</p>

General Education Competencies Outcomes Assessment Report

2018-2019

General Education Competency	Course to Evaluate	Program of Study	Activities	Measure	Evaluation Criteria	Assessment Results	How do you plan to improve the outcome in the future?
						<p>solving basic problems related to derivatives.</p> <p>Summer 2018 MAT-271-01 (Hybrid Delivery) 4/4 100.00% of students were able to successfully solve basic problems related to derivatives.</p> <p>Spring 2019 MAT-271-01 (Hybrid Delivery) 5/8 63% of students were able to successfully solve basic problems related to derivatives.</p>	Math instructor was added and further analysis of results are needed to measure consistency of instruction.
	BIO 165	AGE	Instructors will give an exam	Embedded Test Questions on BIO 165 Exam	Students will be able to correctly answer 70% of the total number of test answers possible to problems involving a metric conversion	<p>65.5% of students correctly answered problems involving a metric conversion.</p> <p>Traditional students: 44.4% of students met the benchmark (Fall: 40%; Spring: 66.7%) [Fall: 6/15=40%; Spring 2/3=66.7%; Total: 8/18=44.4%]</p>	Students will complete practice problems during multiple labs prior to the exam.

General Education Competencies Outcomes Assessment Report

2018-2019

General Education Competency	Course to Evaluate	Program of Study	Activities	Measure	Evaluation Criteria	Assessment Results	How do you plan to improve the outcome in the future?
						<p>Online students: 69.2% of students met the benchmark (Fall: 78.6%; Spring: 58.3%) [Fall: 11/14=78.6%; Spring: 7/12=58.3%; Total: 18/26=69.2%]</p> <p>Hybrid students: 85.7% of students met the benchmark (Fall only) [Fall: 12/14=85.7%]</p>	
<p><i>Competence in Reading</i></p> <p>Students will demonstrate effective reading comprehension.</p>	ENG 111	All AAS, AA, AS & AGE	Instructors will assign a research paper.	Reading Comprehension Rubric	90% of students in ENG 111 will score 8 points or more on the Reading Comprehension Rubric.	<p>NOT MET</p> <p><u>Assessment Results:</u></p> <p>Traditional Seated Students: Not MET= 88% of students completing ENG 111 scored 8 points or higher on the Reading Comprehension rubric.</p> <p>Online Students: Not MET= 84% of students completing ENG 111 scored 8 points or higher on the Reading Comprehension rubric.</p>	<p><u>Future Actions Planned:</u></p> <p>Change: evaluation criteria will be changed to 70% to be in line with success rate benchmark and Arts & Sciences OARS Criteria.</p> <p>Use a reading Comprehension Activity to help students improve summarizing and paraphrasing skills.</p>

General Education Competencies Outcomes Assessment Report

2018-2019

General Education Competency	Course to Evaluate	Program of Study	Activities	Measure	Evaluation Criteria	Assessment Results	How do you plan to improve the outcome in the future?
						Hybrid Students::NA= Hybrid sections were not offered	
<p><i>Competence in Writing</i></p> <p>Students will be able to write effectively.</p>	ENG 111	All AAS, AA, AS & AGE	Instructors will assign a research paper.	Writing Rubric	90% of students in ENG 111 will score 70 points or more on the Writing/Argument Essay Rubric.	<p>NOT MET</p> <p><u>Assessment Results:</u> Traditional Seated Students: Not MET= 77% of students were able to write effectively.</p> <p>Online Students: Not MET= 61% of students were able to write effectively.</p> <p>Hybrid Students: NA=Hybrid sections were not offered</p>	<p><u>Future Actions Planned:</u> Change: evaluation criteria will be changed to 70% to be in line with success rate benchmark and Arts & Sciences OARS Criteria.</p> <p>Utilize the “Send Reminder” feature and Retention tool in blackboard (percentage indicated was due to many students not submitting the essay). Also use APA/MLA citation practice activities and review the Essay Rubric prior to essay due date.</p>
<p><i>Competence in Oral Communications</i></p> <p>Students will be able to speak effectively.</p>	ENG 111	All AAS, AA, AS & AGE	Instructors will assign an oral presentation.	Oral Communication Rubric.	90% of students in ENG 111 will score 70 points or more on the Oral Communication Rubric.	<p>Partial Met</p> <p><u>Assessment Results:</u> Traditional Seated Students: MET- 92% of students were able to speak effectively.</p> <p>Online Students:</p>	<p><u>Future Actions Planned:</u> Change: evaluation criteria will be changed to 70% to be in line with success rate benchmark and Arts & Sciences OARS Criteria.</p>

General Education Competencies Outcomes Assessment Report

2018-2019

General Education Competency	Course to Evaluate	Program of Study	Activities	Measure	Evaluation Criteria	Assessment Results	How do you plan to improve the outcome in the future?
						<p>Not MET- - 81% of students were able to speak effectively.</p> <p>Hybrid Students: NA=Hybrid sections were not offered</p>	<p>Some online students did not submit the oral presentation, so plan to post technical instructions on how to upload a video using various files to blackboard. Also, plan to assign the Oral Presentation for both seated and online students earlier in the semester.</p>

GENERAL EDUCATION COMPETENCIES

Outcomes Assessment Report

2019-2020

General Education Competency	Course to Evaluate	Program of Study	Activities	Measure	Evaluation Criteria	Assessment Results	How do you plan to improve the outcome in the future?
<p><i>Technology Literacy</i></p> <p>Students will be able to utilize discipline appropriate technology in performing essential tasks.</p>	CIS 110	All AAS, except EDU BK AAS, EDU Career Track AAS, Sustainable Ag AAS, Facilities Maint AAS, & Mechatronics AAS	Instructors will give comprehensive modular exams in the following subjects: (1) computing basics and internet fundamentals, (2) Microsoft Office and Microsoft Windows fundamentals, (3) Microsoft Word fundamentals, (4) Microsoft Excel fundamentals, and (5) Microsoft PowerPoint fundamentals.	A blend of multiple choice and lab tests are used. All lab tests have a rubric (grade sheet).	75% or more of the CIS 110 students will pass the course with a grade of C or better.		
	ACA 122	AA, AS, AGE, AFA, AE, and EDU BK AAS	Module 1 called IT Prep Test	Number of correct answers on the test.	75% or more of the ACA 122 students will pass the Module 1 test with a C or better.		
	EDU 119	EDU A55220C	Research assignments utilizing computer and	Research Assignment Rubric	90% of the EDU 119 students will pass the research assignment with a C or better.		

GENERAL EDUCATION COMPETENCIES

Outcomes Assessment Report

2019-2020

General Education Competency	Course to Evaluate	Program of Study	Activities	Measure	Evaluation Criteria	Assessment Results	How do you plan to improve the outcome in the future?
			creating associated report-using computer.				
	AHR 112	Facilities Maintenance AAS	Students will successfully solve gas heating unit problems using simulators	Skills test	60% of the AHR 112 students will successfully demonstrate the ability to use technology to diagnose gas heater issues.		
	NUR 111	ADN	Students will attend a four-hour computer-charting course.	Skills test	100% of the NUR 111 students will successfully demonstrate the ability to login, navigate and utilize medical charting system.		
		Sustainable Ag AAS	<i>As of August 1, 2019, Sustainable Ag Faculty position vacant. Will determine general outcome assessment for technology literacy when position is filled.</i>				
<i>Fundamental Math Skills</i> Students will be able to use mathematics to solve problems.	MAT 110	ACHR, BUS, CJC, EC, FOR, GSM, HST, HST/DDT, HSSM, IT, MED, OST	Instructors will give an exam.	Embedded Test Questions on MAT 110 Exam	Students will be able to correctly answer 65% of the total number of test answers possible to problems related to the Measures of Central Tendency.		
	MAT 121	EST IST	Instructors will give an exam.	Embedded Test Questions on MAT 121 Exam	70% students will demonstrate the ability to graph lines using various graphing techniques.		

GENERAL EDUCATION COMPETENCIES

Outcomes Assessment Report

2019-2020

General Education Competency	Course to Evaluate	Program of Study	Activities	Measure	Evaluation Criteria	Assessment Results	How do you plan to improve the outcome in the future?
	MAT 143	AA	Instructors will give an exam.	Embedded Test Questions on MAT 143 Exam	Students will be able to correctly answer 70% of the total number of test answers possible to problems related to the Measures of Variation.		
	MAT 152	AA, HST, HST/DDT	Instructors will give an exam.	Embedded Test Questions on MAT 152 Exam	Students will be able to correctly answer 70% of the total number of test answers possible to basic problems in probability.		
	MAT 171	AA, AS, HST, HST/DDT	Instructors will give an exam.	Embedded Test Questions on MAT 171 Exam	70% students will demonstrate the ability to graph lines using various graphing techniques.		
	MAT 271	AE	Instructors will give an exam.	Embedded Test Questions on MAT 271 Exam	70% students will demonstrate the ability to solve problems related to derivatives		
	BIO 165	AGE	Instructors will give an exam	Embedded Test Questions on BIO 165 Exam	Students will be able to correctly answer 70% of the total number of test answers possible to problems involving a metric conversion		

GENERAL EDUCATION COMPETENCIES

Outcomes Assessment Report

2019-2020

General Education Competency	Course to Evaluate	Program of Study	Activities	Measure	Evaluation Criteria	Assessment Results	How do you plan to improve the outcome in the future?
<i>Competence in Reading</i> Students will demonstrate effective reading comprehension.	ENG 111	All AAS, AA, AS & AGE	Instructors will assign a research paper.	Reading Comprehension Rubric	70% of students in ENG 111 will score 8 points or more on the Reading Comprehension Rubric.		
<i>Competence in Writing</i> Students will be able to write effectively.	ENG 111	All AAS, AA, AS & AGE	Instructors will assign a research paper.	Writing Rubric	70% of students in ENG 111 will score 70 points or more on the Writing/Argument Essay Rubric.		
<i>Competence in Oral Communications</i> Students will be able to speak effectively.	ENG 111	All AAS, AA, AS & AGE	Instructors will assign an oral presentation.	Oral Communication Rubric.	70% of students in ENG 111 will score 70 points or more on the Oral Communication Rubric.		

Gunsmithing Program Outcomes Assessment Report

2018-2019

No.	Expected Program Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Actions Planned
College Goal that your Program Outcome Supports:				
1	<i>New Goal for 2018-2019:</i> Write and submit a new course to be added to the common course library. This course would be a replacement for the current GSM 223.	Program of Study approval from NCCCS for the course change.	MET GSM 231 and 232 were written and submitted for approval. These courses were approved in March of 2019. GSM 231 will be taught in Fall 2019 in place of GSM 223. GSM 232 will be taught in Spring 2020 in place of GSM 230.	<u>Future Actions Planned:</u> Will not carry the goal as currently written forward, but will create a new goal "Develop and implement a curriculum and accompanying syllabi for the two classes, GSM 231 and GSM 232."
2	<i>New Goal for 2018-2019:</i> Update and re-write the student required tools and materials list for the entire Gunsmithing program.	Updated tool list.	MET Revision of tool list has been completed as of beginning of summer term, 2019	<u>Future Actions Planned:</u> Will not carry the goal as currently written forward, but will create a new goal "Continue to update and monitor the tool list for validity and cost effectiveness."
3	<i>New Goal for 2018-2019:</i> Host representatives from Cerakote firearms coatings company to perform two days of on-site training with students.	Informer report or other report of Cerakote training course.	MET Cerakote trainers spent one day with MCC Gunsmithing instructors, and two days working with students during academic year 18-19.	<u>Future Actions Planned:</u> Will not carry the goal as currently written forward, but will create a new goal "schedule Cerakote training with MCC students, with an additional day of training for first year students.

Gunsmithing Program Outcomes Assessment Report

2019-2020

No.	Expected Program Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Actions Planned
College Goal that your Program Outcome Supports:				
1	<i>New Goal for 2019-2020:</i> Develop and implement a curriculum and accompanying syllabi for the two classes, GSM 231 and GSM 232.	Syllabi for GSM 231 & GSM 232		
2	<i>New Goal for 2019-2020:</i> Continue to update and monitor the tool list for validity and cost effectiveness.	Updated tool list.		
3	<i>New Goal for 2019-2020:</i> Schedule Cerakote training with MCC students, with an additional day of training for first year students.	Informer report or other report of Cerakote training course.		
4	<i>New Goal for 2019-2020:</i> Replace vertical band saw that no longer meets the needs of the program.	Purchase Requisition		

Gunsmithing Student Learning Outcomes Assessment Report

2018-2019

No.	Expected Student Learning Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Actions Planned
1	<p><i>Continued from 2017-2018:</i></p> <p>80% of students will demonstrate the ability to apply Cerakote type metal finishes on at least three firearms.</p>	GSM 240 Check sheets	<p>MET</p> <p><u>Assessment Results:</u> 86% of students were able to apply Cerakote type finishes to three firearms and achieve a professional quality result.</p>	<p><u>Future Actions Planned:</u> Develop a new goal for 2019/2020</p>
2	<p><i>Continued from 2017-2018:</i></p> <p>80% of students will demonstrate the ability to produce hand-loaded ammunition that meets or exceeds industry standards.</p>	GSM 127 Check Sheets	<p>MET</p> <p><u>Assessment Results:</u> 100% of students produced hand loaded ammunition that conformed to industry standards.</p>	<p><u>Future Actions Planned:</u> Develop a new goal for 2019/2020</p>
3	<p><i>New for 2018-2019:</i></p> <p>75% of students will be able to epoxy bed two rifles that can be verified to have less than .005" of receiver stress.</p>	GSM 235 Check Sheets	<p>NOT MET</p> <p><u>Assessment Results:</u> 60% of students were able to produce two rifles that were epoxy bedded and had a measurable stress of less than .005.</p> <p><u>Analysis of Results:</u> Limitations due to certain rifles used for projects skewed the results.</p>	<p><u>Future Actions Planned:</u> <i>Continue goal for 2019/2020</i></p>

Gunsmithing Student Learning Outcomes Assessment Report

2019-2020

No.	Expected Student Learning Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2019/2020
			Assessment Results / Analysis of Results 2019-2020	Future Actions Planned
1	<p><i>Continued from 2018-2019:</i></p> <p>75% of students will be able to epoxy bed two rifles that can be verified to have less than .005" of receiver stress.</p>	GSM 235 check sheets		
2	<p><i>New goal for 2019-2020:</i></p> <p>80 % of students will be able to fabricate a Remington Model 700 style barrel shank that conforms to industry standards, and can be completed within professional time constraints.</p>	Assessment in GSM 120		
3	<p><i>New goal for 2019-2020:</i></p> <p>75% of students will be able to build a 1911 style handgun capable of producing a group of under 2.5" at 50 yards when fired from a ransom rest.</p>	GSM 232 check sheets		

Human Services Technology Program Outcomes Assessment Report

2018-2019

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Action Plan
College Goal that your Program Outcome Supports: Develop and implement instructional programs and student support services, in traditional and distance learning formats, consistent with the assessed needs of the constituent groups in the College's service area and with state, regional, and national standards.				
1	<i>Continued from 17-18:</i> HST Developmental Disabilities program will increase enrollment by 20%.	Enrollment records	NOT MET Assessment Results: 2018 had 8 total students DDT degree = 7 DDT Diploma = 1 2019 had 4 total students DDT degree = 4 Analysis: The HST and DDT curriculum is similar with only a 4-class difference. Many students enroll in the HST degree and plan to take the DDT as a second degree or certificate option.	Actions Taken: Department Chair has promoted the program during CCP/CTE Fairs held at the two high schools as well as Career Fairs at the college. Future Actions Planned: Will be meeting with the VP of Instruction to determine the feasibility of continuing to offer this degree program. Will carry this outcome one more year to 19-20.
2	<i>Continued from 17-18:</i> 70% of HST program graduates will acquire employment.	Alumni follow-up system	MET Assessment Results: 83% (5 out of 6) students acquired employment in the Human Services field before or after graduation. Analysis: 3 out of the 6 students have already been accepted into a bachelor degree. There is currently only 1 student who has not acquired a job as of yet but this student is one of the 3 pursuing their bachelor degree.	Action Taken: Department Chair regularly checks for open positions within the county and surrounding counties. Students are then made aware of any open positions available. Students are provided assistance with preparing for interviews. Department Chair also assisted students in applying to bachelor degree programs. Future Action Plan:

Human Services Technology Program Outcomes Assessment Report

2018-2019

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Action Plan
				<p>Encourage all students to connect to the Human Services Technology Facebook page. Job announcements will be posted on this page and sent out to all students in an email to help keep them informed of opportunities during the 19-20 school year.</p> <p>Carrying this outcome forward to 19-20.</p>
3	<p><i>Continued from 17-18:</i></p> <p>Increase HST enrollment by 30%</p>	Enrollment records	<p>NOT MET</p> <p><u>Assessment Results:</u> 2018 had 95 total students HST degree = 20 DDT degree = 7 HST CCP = 67 DDT Diploma = 1 2019 had 40 total students HST degree = 23 DDT degree = 4 HST CCP = 13</p> <p><u>Analysis:</u> The college was utilizing HST CCP Pathway certificate to enroll students into college transfer courses like PSY 150. The college changed this practice in AY2019, so the enrollment decrease occurred in the HST CCP certificate. HST degree is up for 19, as is the HST regular certificate enrollment.</p>	<p><u>Actions Taken:</u> The MCC's Human Services Technology program is accredited with the Council for Standards in Human Services Education. We are 1 out of 3 in the state that is accredited. Along with the accreditation, the program is offered completely online which meets the needs of a lot of working students wanting to advance in their current careers or pursue a career change. Some seated courses are offered as well to meet the needs of traditional students.</p> <p><u>Future Actions Planned:</u> Carrying this outcome forward to 19-20 to continue to monitor the progress of the program.</p>

Human Services Technology Program Outcomes Assessment Report

2018-2019

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Action Plan
4	<p><i>Continued from 17-18:</i></p> <p>Increase completion rate by 70% by decreasing the number of drops and withdraws in HSE classes.</p>	WebAdvisor student unofficial transcripts	<p>MET</p> <p>Assessment Results: Fall 2018 = 84% of students successfully completed this semester with a C or higher. 5 students received either a FA (Failure to Attend) or W (Withdrawal)</p> <p>Spring 2019 = 92% of students successfully completed this semester with a C or higher. 2 students received either a FA or W</p> <p>Analysis of Results: In the past, more students typically drop or withdraw in the Spring semester due to the amount of classes needed. However, this year the reverse occurred. In the Fall 2018 semester, the majority of these students had to drop their classes this semester due to issues out of my circle of control. Several were due to family or personal medical issues.</p>	<p>Actions Taken: The Department Chair communicated regularly with all instructors for both semesters to ensure they were monitoring student performances and attendance. One on one sessions were offered by the Department Chair to provide assistance with individual courses or better time-management skills.</p> <p>Future Action Plan: Continue to monitor student's risk of failing or dropping. Post weekly announcements explaining the particular week's assignments and any upcoming major projects. In addition, continue utilizing checklist and rubrics for major assignments, papers and projects.</p> <p>Carrying this outcome forward to 19-20.</p>
5	<p><i>New for 2018-2019</i></p> <p>Program Chair will ensure that HSE-123 Online Instructor will correct the deficiencies identified in</p>	Dean of Distance Education email that all is resolved	<p>MET</p> <p>HSE 123 online peer review corrections have been completed.</p>	<p>Future Actions Planned: Not carrying this forward since issue has been resolved.</p>

Human Services Technology				
Program Outcomes Assessment Report				2018-2019
No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Action Plan
	the Peer Review Process. (4.17% remain NOT MET)			
6	<i>New for 2018-2019</i> Program Chair will ensure that HSE-225 Online Instructor will correct the deficiencies identified in the Peer Review Process. (4.17% remain NOT MET)	Dean of Distance Education email that all is resolved	NOT MET Fall 2018 instructor discussion board participation issues still evident. Department Chair will make instructor change for the Fall 2019 semester to correct issue.	Future Actions Planned: Carrying this outcome forward to 2019-2020.

Human Services Technology				
Program Outcomes Assessment Report				2019-2020
No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Action Plan
College Goal that your Program Outcome Supports: Develop and implement instructional programs and student support services, in traditional and distance learning formats, consistent with the assessed needs of the constituent groups in the College's service area and with state, regional, and national standards.				
1	<i>Continued from 18-19:</i> HST Developmental Disabilities program will increase enrollment by 20%.	Enrollment records		

Human Services Technology Program Outcomes Assessment Report

2019-2020

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Action Plan
2	<i>Continued from 18-19:</i> 70% of HST program graduates will acquire employment.	Alumni follow-up system		
3	<i>Continued from 18-19:</i> Increase HST enrollment by 30%	Enrollment records		
4	<i>New for 2019-2020:</i> 80% total retention rate in HSE classes.	Self-Service review, Informer Report on success rates, withdrawals and drops.		
5	<i>Continued from 18-19:</i> Program Chair will ensure that HSE-225 Online Instructor will correct the deficiencies identified in the Peer Review Process. (4.17% remain NOT MET)	Dean of Distance Education email that all is resolved with the new instructor.		

Human Services Technology

Student Learning Outcomes Assessment Report

2018-2019

	Expected Student Learning Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Actions Planned
1	<p><i>Continued from 2017-2018 with modification.</i></p> <p>70% of HST students will demonstrate effective and proper clinical setting documentation using a virtual record or binder software.</p>	<p>Checklist for a clinical experience binder ensuring effective recording of journal entries, weekly time sheets and other pertinent documents. As of AY17-18, students will use Evernote, an online free e-portfolio, which simulates what future employers will use. (WBL-111,115,121, 125)</p>	<p>MET</p> <p><u>Assessment Results:</u> 100% of student demonstrated effective and proper clinical documentation.</p> <p><u>Analysis:</u> The use of Evernote was tried at the beginning of the course but was too confusing for students. Instructor was able to utilize a tool within Blackboard to help students practice virtual documentation.</p>	<p><u>Actions Taken:</u> Examples are provided for students to ensure they complete their journals and time sheets accurately. Incorporating Evernote as an online binder creator did not work effectively. Therefore, a tool within Blackboard was used and was very successful.</p> <p><u>Future Actions Planned:</u> Instructor will continue utilizing the Blackboard tool to help students upload their weekly journals and time sheets.</p> <p>Will not be carrying this outcome forward to 19-20.</p>
2	<p><i>Continued from 2017-2018</i></p> <p>100% of students will effectively initiate a client case file using Cengage's MindTap.</p>	<p>Successful completion of initial case management client file per checklist and rubric. (HSE 220)</p> <ul style="list-style-type: none"> • Intake Assessment • Social History • Goals & Objectives • Weekly Case Notes • Discharge form 	<p>MET</p> <p><u>Assessment Results:</u> 100% of the students in Case Management accurately initiated their client case file based on the provided checklist. <i>(Online was the only delivery modality for this learning outcome.)</i></p> <p><u>Analysis:</u> The students who correctly completed their required client case file utilized</p>	<p><u>Actions Taken:</u> A rubric and checklist was provided to help students compile their client case file in an organized manner.</p> <p><u>Future Actions Planned:</u> Periodic case note checks will continue to be required moving forward.</p>

Human Services Technology

Student Learning Outcomes Assessment Report

2018-2019

	Expected Student Learning Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Actions Planned
			the case file checklist. Requesting periodic case note submissions was beneficial in helping students properly document their client meetings.	Will not be carrying this outcome forward to 19-20.
3	<p><i>Continued from 2017-2018</i></p> <p>75% of students will demonstrate both an understanding of health issues that clients may have and prevention strategies for said health issues.</p>	Rubric for Health Problems and Prevention Project (HSE 255)	<p>MET</p> <p>Assessment Results: 100% of students successfully demonstrated an understanding of health issues that clients can have, as well as prevention strategies for same. <i>(Online was the only delivery modality for this learning outcome.)</i></p> <p>Analysis: Requesting periodic checks on the project was beneficial in ensuring each student was successful in meeting the student learning objectives.</p>	<p>Actions Taken: Students were alerted to this project five weeks in advance to provide ample time to determine which topic/area from the textbook they wanted to create a prevention strategy for.</p> <p>Students were provided with a rubric for this assignment.</p> <p>Future Actions Planned: Carrying this outcome forward to one more year 19-20.</p>
4	<p><i>New for 2017-2018</i></p> <p>80% of students will demonstrate a level of mastery and understanding of the various harmful addictive substances and the effects they have on the mind and body.</p>	Successful completion of a drug presentation per checklist and rubric. (SAB 110)	<p>MET</p> <p>Assessment Results: 90% (9 out of 10) of students successfully demonstrated mastery and understanding of various harmful addictive substances, and the effects they have on the mind and body. <i>(Online was the only delivery modality for this learning outcome.)</i></p> <p>Analysis:</p>	<p>Actions Taken: Students were provided a checklist. The rubric was not made available within Blackboard due to Instructor error but will be corrected for the next semester.</p> <p>Future Actions Planned: Carrying this outcome forward to 19-20.</p>

<h2 style="margin: 0;">Human Services Technology</h2> <h3 style="margin: 0;">Student Learning Outcomes Assessment Report</h3>	<h2 style="margin: 0;">2018-2019</h2>
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	Expected Student Learning Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Actions Planned
			One student did not demonstrate this student-learning objective. Unfortunately, they withdrew from the course within the month of the assessment. Students were provided a checklist and announcement reminders were posted within Blackboard.	

<h2 style="margin: 0;">Human Services Technology</h2> <h3 style="margin: 0;">Student Learning Outcomes Assessment Report</h3>	<h2 style="margin: 0;">2019-2020</h2>
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	Expected Student Learning Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Actions Planned
1	<i>New for 2019-2020</i> 90% of HST students will proficiently be able to perform work-related competencies and demonstrate employability skills satisfactorily.	Clinical Site Supervisor evaluation forms (WBL 111/115 and 121/125)		

Human Services Technology

Student Learning Outcomes Assessment Report

2019-2020

	Expected Student Learning Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Actions Planned
2	<i>New for 2019-2020</i> 90% of students will be able to identify the knowledge, skills and roles of the human services worker.	Successful completion of human services professional interview per checklist and rubric. (HSE 110 Conduct an Interview Paper)		
3	<i>Continued from 2018-2019</i> 75% of students will demonstrate both an understanding of health issues that clients may have and prevention strategies for said health issues.	Rubric for Health Problems and Prevention Project (HSE 255)		
4	<i>New for 2018-2019</i> 80% of students will demonstrate a level of mastery and understanding of the various harmful addictive substances and the effects they have on the mind and body.	Successful completion of a drug presentation per checklist and rubric. (SAB 110)		

Hunting & Shooting Sports Management Program Outcomes Assessment Report

2018-2019

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Action Plan
<p>College Goal that your Program Outcome Supports: Develop and implement instructional programs and student support services, in traditional and distance learning formats, consistent with the assessed needs of the constituent groups in the College's service area and with state, regional, and national standards.</p>				
1	<p><i>Continued from 2017-2018</i></p> <p>The Hunting and Shooting Sports Management program will increase student retention with faculty professional development training in course delivery and course design for traditional, distance learning, and offsite students.</p>	<p>Course rosters will be used to determine the number of students enrolled in each course and the number of students remaining in each course at the end of the semester. A retention log with percentage increases or decreases in course retention, along with data to support the results for that year will be used to determine and assess outcomes.</p>	<p>NOT MET Assessment: Data from course retention log revealed 4 of 5 courses monitored had percentage decreases in student retention. 1 course retained all students. The decreases were due to students dropping the courses or being dropped for attendance.</p> <p>Analysis of Results: Random courses were monitored in the Fall 2018 and Spring 2019 semesters course retention log. The course average percentage decrease for academic year 2017-2018 was 6.81% compared to 15.21% in 2018-2019 academic year. The retention rate for year 2018/2019 decreased by 8.4 %.(15.21%-6.81%)</p>	<p>Actions Taken: Continue cohesive advising with at risk students. Reached out to students with emails, phone calls and personal contact methods in an effort to retain students.</p> <p>Future Actions Planned: NCCCS is currently working on the purchase of AVISO Early Alert System for the 58 community colleges, but is still working out the details. MCC thinks the software will be implemented during the 2019-20 academic year.</p> <p>Program Outcome will be carried forward for 2019-2020 with modified wording.</p>
2	<p><i>Continued from 2017-2018</i></p> <p>The Hunting and Shooting Sports Management program will increase enrollment with the use of annual marketing strategies.</p>	<p>A Log that includes the types of marketing strategies used with recorded feedback, observations, and verbal or written commitments to the Hunting and Shooting Sports program.</p>	<p>NOT MET Assessment: Numbers from Program Review Google Drive Fall 17 (6 students) 5 enrolled in Associates 1 enrolled in HSSM HS CCP Certificate Fall 18 (6 students)</p>	<p>Actions Taken: Met with Public Information officer and High School Liaison to discussed marketing alternatives for the HSSM program.</p> <p>Future Actions Planned:</p>

Hunting & Shooting Sports Management Program Outcomes Assessment Report

2018-2019

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Action Plan
			6 enrolled in Associates 2 enrolled in HSSM HS CCP Certificate	Seek new marketing opportunities for potential growth in the program through NCSARA opportunities, Gunsmithing prospect list, and future high school visits. Will continue to monitor enrollment. Carrying this outcome forward for 2019-2020.
3	<i>New for 2018-2019</i> The Hunting and Shooting Sports Management (HSSM) program will create a new advisory board committee that will include large and small manufacturing sector stakeholders.	Email from HSSM Lead instructor with 2018-2019 combined Hunting and Shooting Sports and Gunsmithing Advisory Committee updated list.	MET The Advisory Board for HSSM program will within the Gunsmithing Advisory Board – as it includes large and small manufacturing sector stakeholders.	<u>Future Actions Planned:</u> No further action required.
4	<i>New Goal for 2018-2019</i> The HSSM Department Chair will initiate a meeting of himself the Dean, the Vice President of Instruction and the Public Information Office to discuss advertising/marketing options for the HSSM program in surrounding counties AND out-of-state students.	Meeting Minutes, Advertising / Marketing Plan for HSSM	MET Department Chair met with Public information Officer, and Student Services Recruiter on marketing options for HSSM. Program is currently marketed along with Gunsmithing prospects both in state and out of state. The HSSM program was marketed in the 2018 Annual report titled Boldly Grow. PIO suggested using Instagram and Facebook as tools for marketing the	<u>Future Actions Planned:</u> New advertising and marketing strategies for the HSSM program. Social media will be a primary focus. Carrying this outcome forward for 2019-2020 with modified wording that says: “The Hunting and Shooting Sports Program will create new marketing strategy for the HSSM program using NCSARA information, and Social Media

Hunting & Shooting Sports Management Program Outcomes Assessment Report

2018-2019

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Action Plan
			<p>program. PIO will work on new HSSM brochures that will market NCSARA.</p> <p>MCC has the NCSARA authorization statement on our website, but does not specifically market individual programs.</p>	<p>sites such as Facebook and Instagram.”</p>
5	<p><i>New Goal for 2018-2019</i></p> <p>The HSSM Department Chair will initiate a meeting of himself the Coordinator of Educational Partnerships to discuss and schedule three (3) or more opportunities to market the HSSM program to local high school students during the 18-19 school year.</p>	<p>Meeting Minutes, Coordinator of Educational Partnership email verifying participation in a HS recruitment event</p>	<p>MET</p> <p>Met with Coordinator of Educational Partnerships and Coordinator of Student Life and Recruitment to discuss and schedule marketing opportunities with East and West High Schools. The HSSM program was marketed at three events during the 2018-2019 academic year. See dates and locations below.</p> <p>March 14, 2019 NCWorks Career Fair April 1, 2019 West Montgomery High April 2, 2019 East Montgomery High</p>	<p><u>Future Actions Planned:</u></p> <p>Continue to Partner with Coordinator of Educational Partnerships and Coordinator of Student Life to continue marketing programs at the local high school. Carrying the goal forward to 19-20 with modified wording that says: “The Hunting and Shooting Sports program will schedule three (3) or more opportunities to market the HSSM program to local high school students during the 19-20 academic school year.”</p>

Hunting & Shooting Sports Management Program Outcomes Assessment Report

2019-2020

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Action Plan
College Goal that your Program Outcome Supports: Develop and implement instructional programs and student support services, in traditional and distance learning formats, consistent with the assessed needs of the constituent groups in the College's service area and with state, regional, and national standards.				
1	<i>Continued from 2018-2019, with modified wording:</i> The Hunting and Shooting Sports Management program will increase student retention using the AVISO Retention System, and other methods.	Course rosters will be used to determine the number of students enrolled in each course and the number of students remaining in each course at the end of the semester. A retention log with percentage increases or decreases in course retention, along with data to support the results for that year will be used to determine and assess outcomes. AVISO Early Alert Software Reports.		
2	<i>Continued from 2018-2019</i> The Hunting and Shooting Sports Management program will increase enrollment with the use of annual and marketing strategies.	A Log that includes the types of marketing strategies used with recorded feedback, observations, and verbal or written commitments to the Hunting and Shooting Sports program		
3	<i>Continued from 2018-2019, with modified wording:</i>	Marketing log and/or data from social media sites and other publications.		

Hunting & Shooting Sports Management Program Outcomes Assessment Report

2019-2020

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Action Plan
	The Hunting and Shooting Sports Program will create new marketing strategy for the HSSM program using NCSARA information, and Social Media sites such as Facebook and Instagram.			
4	<p><i>Continued from 2018-2019, with modified wording:</i></p> <p>The Hunting and Shooting Sports program will schedule three (3) or more opportunities to market the HSSM program to local high school students during the 19-20 academic school year.</p>	Meeting dates and times scheduled by Dean, Coordinator of Educational Partnership, and Coordinator of Student life will be used to support expected outcome.		

Hunting & Shooting Sports Management

Student Learning Outcomes Assessment Report

2018-2019

No.	Expected Student Learning Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Actions Planned
<i>All of the SSM courses are offered only as online sections. No seated or hybrid sections.</i>				
1	Continued from 2017-2018 100% of students will participate in two practical shooting events.	Observation / checklist / rubric (SSM 110)	MET. Assessment: 100% of the SSM 110 students participated in at least two practical shooting events. I received a combination of photos, videos, scorecards and receipts as proof of completion. Analysis: SSM 110 is only taught online. No seated sections are offered	Future Actions Planned No further action required. SLO will not be carried forward 2019-2020.
2	Continued from 2017-2018 80% of students will demonstrate the proper completion of the new Federal 4473 Firearms Transaction Record Part 1. Revised October 2016.	Observation / checklist / rubric (SSM 111)	MET. Assessment: 100% of the SSM 111 students were able to properly show that they understood and were able to submit to me properly completed Federal 4473 Firearms Transaction Record Part 1. Revised October 2016. Analysis: SSM 111 is only taught online. No seated sections are offered	Future Actions Planned SLO will be increased to 100% and carried forward 2019-2020.
3	Continued from 2017-2018 80% of students will understand how to plan for a self-guided hunt outside of their geographical area.	Observation / checklist / rubric (SSM 112)	MET. Assessment: 100% of the SSM 112 students were able to present to me a solid plan for a self-guided hunt outside of their geographical area. A couple of the students took it one-step further and actually applied for hunting tags in other states, to make this a reality.	Future Actions Planned No further action required. SLO will not be carried forward 2019-2020.

Hunting & Shooting Sports Management

Student Learning Outcomes Assessment Report

2018-2019

No.	Expected Student Learning Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Actions Planned
			<p>Analysis: SSM 112 is only taught online. No seated sections are offered.</p>	
4	<p><i>Continued from 2017-2018</i></p> <p>80% of students will be able to properly fit a scope to a firearm.</p>	Observation / checklist / rubric (SSM 114)	<p>MET.</p> <p>Assessment: 100% of the SSM 114 students were able to demonstrate the proper fitting of a scope to a rifle.</p> <p>Analysis: SSM 114 is only taught online. No seated sections are offered.</p>	<p>Future Actions Planned No further action required.</p> <p>SLO will not be carried forward 2019-2020.</p>

Hunting & Shooting Sports Management

Student Learning Outcomes Assessment Report

2019-2020

No.	Expected Student Learning Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Actions Planned
<i>All of the SSM courses are offered only as online sections. No seated or hybrid sections.</i>				
1	<i>New for 2019-2020:</i> 100% of students will be able to research and visit two ranges in their area that hold practical shooting events relevant to the course.	Observation / checklist / rubric (SSM 110)		
2	<i>Continued from 2018-2019</i> 100% of students will demonstrate the proper completion of the new Federal 4473 Firearms Transaction Record Part 1. Revised October 2016.	Observation / checklist / rubric (SSM 111)		
3	<i>New for 2019-2020:</i> 80% of students will understand the basics of small game hunting.	Observation / checklist / rubric (SSM 112)		
4	<i>New for 2019-2020:</i> 80% of students will understand the basics of firearms finishes.	Observation / checklist / rubric (SSM 114)		

Industrial Systems Technology Program Outcomes Assessment Report

2018-2019

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Action Plan
College Goal that your Program Outcome Supports: Develop and implement instructional programs and student support services, in traditional and distance learning formats, consistent with the assessed needs of the constituent groups in the College's service area and with state, regional, and national standards.				
1	<i>New for 2018-2019:</i> Increase completion rate of students in the Industrial Systems Technology Program to 90%.	Completion rates from Informer	MET Assessment Results: 17-18 0 completers 18-19 8 total completions (3 associate degrees awarded, 5 certificates awarded)	Future Actions Planned: Will enhance program completion rates by addressing certificates and diploma completions within the IST degree area.
2	<i>New for 2018-2019:</i> Increase student enrollment in the Industrial Systems Technology program to 10 new students per academic year.	Enrollment data and marketing analysis	NOT MET. Assessment Results: Industrial Systems Technology program had 6 new students enrolled in A50240.	Future Actions Planned: Will continue to recruit new students from apprenticeship program and H.S. career fairs

Industrial Systems Technology Program Outcomes Assessment Report

2019-2020

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Action Plan
College Goal that your Program Outcome Supports: Develop and implement instructional programs and student support services, in traditional and distance learning formats, consistent with the assessed needs of the constituent groups in the College's service area and with state, regional, and national standards.				
1	<i>Continued from 2018-2019</i> Increase completion rate of students in the Industrial Systems Technology Program to 80%.	Completion rates from Informer		
2	<i>Continued from 2018-2019</i> Increase student enrollment in the Industrial Systems Technology program to 6 new students per academic year.	Enrollment data and marketing analysis		
3	<i>New for 2019-2020</i> Incorporate Blackboard LMS into current curriculum to facilitate program enhancement and foster higher student engagement	Lesson Plans and Student Engagement surveys		
4	<i>New for 2019-2020</i> Department Chair is to develop a written action plan for marketing & recruiting students into the IST program and submit it to his Dean.	Written Marketing & Recruitment Plan		

Industrial Systems Technology Program Outcomes Assessment Report

2019-2020

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Action Plan
5	<i>New for 2019-2020</i> IST will form a separate Advisory Committee and hold a regular annual meeting.	IST Advisory Committee List and Minutes to document meeting		
6	<i>New for 2019-2020</i> Investigate suggestion concerning adding more MEC courses to the IST program, and report out findings to Dean and Advisory Committee.	Email to Dean Advisory Committee Minutes		
7	<i>New for 2019-2020</i> Explore and recommend stackable certificates to Dean, and then to ISS Committee.	Email to Dean ISS Committee Minutes		
8	<i>New for 2019-2020</i> Explore industry certifications, and prepare a written report of how MCC can integrate these certifications into the MCC program of study OR assist students with seeking the certifications after identified courses. Submit written report to Dean.	Written Plan		

Industrial Systems Technology

Student Learning Outcomes Assessment Report

2018-2019

	Expected Student Learning Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Actions Planned
1	<i>New for 2018-2019</i> 80% of students will demonstrate a basic understanding of key concepts in the operation of hydraulic fluid and pneumatic air systems.	Course rubric and task checklist Instructor Observation (HYD-110)	NOT MET Assessment Results: 75% (3 of 4) of students completed task checklist with minimal discrepancies. Student who was deficient had attendance issues.	Future Actions Planned: Will continue expectations for 2019-2020 school year and encourage uninterrupted attendance.
2	<i>New for 2018-2019</i> 80% of students will demonstrate a basic knowledge of AC/DC electrical concepts as related to industrial systems.	Course rubric and task checklist Instructor Observation (ELC-112)	MET Assessment Results: 89% of students (8 of 9) demonstrated a working knowledge of DC/AC concepts and components involved in Industrial systems.	Future Actions Planned: Will continue expectations for 2019-2020 school year.
3	<i>New for 2018-2019</i> 80% of students will demonstrate a working knowledge related to designing, installing, troubleshooting, and repairing various hydraulic and pneumatic systems.	Course rubric and task checklist Instructor Observation (HYD-180)	MET Assessment Results: 100% of students (2 of 2) demonstrated working ability to troubleshoot fluid power systems with minimal assistance.	Future Actions Planned: Will continue expectations for 2019-2020.
4	<i>New for 2018-2019</i> 80% of students will demonstrate a basic knowledge of general industrial system maintenance procedures.	Course rubric and task checklist Instructor Observation (MNT-110)	NOT MET Assessment Results: 45% of students (4 of 9) were able to sustain a basic knowledge of industrial maintenance procedures.	Future Actions Planned: Will continue expectations for 2019-2020 and increase lab projects in order to reinforce key concepts.

Industrial Systems Technology

Student Learning Outcomes Assessment Report

2019-2020

	Expected Student Learning Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Actions Planned
1	<p><i>Continued from 2018-19:</i></p> <p>80% of students will demonstrate a basic understanding of key concepts in the operation of hydraulic fluid and pneumatic air systems.</p>	<p>Course rubric and task checklist Instructor Observation (HYD-110)</p>		
2	<p><i>Continued from 2018-19:</i></p> <p>80% of students will demonstrate a basic knowledge of AC/DC electrical concepts as related to industrial systems.</p>	<p>Course rubric and task checklist Instructor Observation (ELC-112)</p>		
3	<p><i>Continued from 2018-19:</i></p> <p>80% of students will demonstrate a working knowledge related to designing, installing, troubleshooting, and repairing various hydraulic and pneumatic systems.</p>	<p>Course rubric and task checklist Instructor Observation (HYD-180)</p>		
4	<p><i>Continued from 2018-19:</i></p> <p>80% of students will demonstrate a basic knowledge of general industrial system maintenance procedures.</p>	<p>Course rubric and task checklist Instructor Observation (MNT-110)</p>		

Information Technology Program Outcomes Assessment Report

2018-2019

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Action Plan
College Goal that your Program Outcome Supports: Develop and implement instructional programs and student support services, in traditional and distance learning formats, consistent with the assessed needs of the constituent groups in the College's service area and with state, regional, and national standards.				
1	<i>New for 2018-2019</i> The IT Department Chair will renew CompTIA A+ Certification.	A continuing education transcript or certification score reports will be added to Marsha Mabry's personnel file.	MET Marsha Mabry completed the CertMaster CE for A+ continuing education course for the 1000 series exams in March of 2019. An updated transcript (opens in a new window) was emailed to Melisa Bond. Mabry shared what she learned with CET 211 students to help them prepare for the A+ exam.	Future Actions Planned: Professional development will continue during the 2019-2020 academic year. The IT Department Chair must renew Microsoft Certified Educator certification. This outcome will not be carried forward.
2	<i>New for 2018-2019</i> Information technology faculty will redesign courses for IT Program. <ul style="list-style-type: none"> • CET 111: Computer Upgrade/Repair I • CET 211: Computer Upgrade/Repair II • CIS 115: Intro to Prog & Logic • CTI 140: Virtualization Concepts 	Course development verification from Distance Learning Coordinator	MET CET 111, CET 211, CIS 115, and CTI 140 were redesigned with new books for the Fall of 2018 and Spring of 2019. All students who completed the courses did so with C or higher final averages.	Future Actions Planned: Course development will continue for the 2019-2020 academic year. CTI 120, NET 110, NOS 130, SEC 110 have new, improved textbooks available. This outcome will not be carried forward.

Information Technology Program Outcomes Assessment Report

2018-2019

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Action Plan
3	<p><i>New for 2018-2019</i></p> <p>Information technology faculty and students will work with the IT Department to install a ClearTouch Display to replace the outdated SmartBoard in IT teaching lab 142.</p>	<p>Funds for this were requested in the 2018-2019 IT straw budget on 4/22/2018.</p>	<p>MET</p> <p>Jonathan Carrick installed the ClearTouch 6070U (Asset #854105488) in Lab 142 on March 25, 2019.</p> <p>This board is already transforming the way we teach IT courses. One of the CTS 155 students taught us how to use the ClearTouch board as her final training project in the course. It is much easier for students to share their screens during collaborative learning activities. Up to four of them can be shared simultaneously. Several students commented that programming code is much easier to read due to the large screen size and crisp resolution. It is very helpful to be able to save notes and slides from class to share with students who are absent.</p>	<p><u>Future Actions Planned:</u></p> <p>Providing quality equipment for students will continue during the 2019-2020 academic year.</p> <p>Workstations in 142 will be upgraded to Windows 10 with Microsoft Office 2019 to provide Microsoft Office Specialist (MOS) 2019 Certiport testing. CET 211 students will apply what they learned to assist with these tasks to gain real world experience.</p> <p>This outcome will not be carried forward.</p>

Information Technology Program Outcomes Assessment Report

2019-2020

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Action Plan
College Goal that your Program Outcome Supports: Develop and implement instructional programs and student support services, in traditional and distance learning formats, consistent with the assessed needs of the constituent groups in the College's service area and with state, regional, and national standards.				
1	<i>New for 2019-2020</i> The IT Department Chair will complete the EPIC 30: Online Teaching Certificate course at WTCC.	An official WTCC transcript will be added to Marsha Mabry's personnel file.		
2	<i>New for 2019-2020</i> Information technology faculty will redesign courses for IT Program. <ul style="list-style-type: none"> • CTI 120: Network & Sec Foundation • NET 110: Networking Concepts • NOS 130: Windows Single User • SEC 110: Security Concepts 	Course development verification from Distance Learning Coordinator		
3	<i>New for 2019-2020</i> Workstations in 142 will be upgraded to Windows 10 with Microsoft Office 2019 to provide Microsoft Office Specialist (MOS) 2019 Certiport testing. CET 211	Funds for the Certiport MOS Site License were requested in the 2019-2020 IT straw budget on 3/28/2019.		

Information Technology Program Outcomes Assessment Report

2019-2020

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Action Plan
	students will apply what they learned to assist with these tasks to gain real world experience.			

Information Technology Student Learning Outcomes Assessment Report

2018-2019

	Expected Student Learning Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Actions Planned
1	<p><i>Goal continued from 2017-2018</i></p> <p>80% of students will pass MOS Excel certification.</p>	MCC's Certiport Authorized Testing Center report (CTS 130)	<p>NOT MET</p> <p><u>Assessment Results:</u> 46% of the students passed the MOS Excel certification, demonstrating Excel proficiency. <i>(All students were in a hybrid delivery modality).</i></p> <p><u>Analysis of Results:</u> 69% of the students in the course where the Excel skills are assessed through the MOS certification did successfully complete the course. Nine of 13 CTS 130 completers had a C or higher course average, but only 6 of the 13 (46%) students passed the MOS exam. Two of the six students</p>	<p><u>Actions Taken:</u> We had originally planned to use the 2018SP CTS 130 course again but opted for a redesign due to Cengage Unlimited to prevent students from having to purchase additional books. Reflection Posts 1 and 2 in the course Discussion Board indicated that students were satisfied with the redesign of the course. Many commented that they benefited from the interactive SAM training and immediate feedback provided on SAM projects.</p>

Information Technology Student Learning Outcomes Assessment Report

2018-2019

	Expected Student Learning Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Actions Planned
			<p>also passed MOS Excel Expert. This is the first time any students have achieved MOS Excel 2016 Expert at MCC.</p> <p>One of the students who failed retook the test and improved by 217 points. She most likely would have passed on the third attempt.</p> <p>Two of the students showed no improvement when they retook the exam. The four CCP students in the course did not allow time for a retake. All six of these students waited until the last week to take the test. This did not allow adequate time for them to review what they missed, ask questions, and try to improve on a successive attempt. At approximately mid-term, instructors began encouraging the students to sign up for testing early to allow adequate time for studying and retakes.</p>	<p><u>Future Actions Planned:</u> The redesigned course was effective for some students and will be used again. MOS Excel appointment scheduling will be more rigid to prevent students from not having enough time to study and retake the exam. Question and answer sessions will be held before each testing session.</p> <p>This outcome will not be carried forward to 2019-2020.</p>
2	<p><i>Goal continued from 2017-2018</i></p> <p>80% of students will pass MOS Access certification.</p>	MCC's Certiport Authorized Testing Center report (DBA 110)	<p>MET <u>Assessment Results:</u> 100% of the students passed the MOS Access certification, demonstrating Access proficiency. <i>(All students were in a hybrid delivery modality.)</i></p>	<p><u>Actions Taken:</u> The DBA 110 course underwent a redesign. Students indicated that they were satisfied with the course and supplemental resources provided for MOS Access review.</p>

Information Technology Student Learning Outcomes Assessment Report

2018-2019

	Expected Student Learning Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Actions Planned
			<p><u>Analysis of Results:</u> 100% of the students in the course where the Access skills are assessed through the MOS certification successfully completed the course with a grade of B or higher.</p>	<p><u>Future Actions Planned:</u> The redesigned course seems to be effective and will be used again. This outcome will not be carried forward to 2019-2020.</p>
3	<p><i>New goal for 2018-2019</i></p> <p>75% of students will pass MTA Windows Server Administration Fundamentals.</p>	MCC's Certiport Authorized Testing Center report (NOS 230)	<p>MET</p> <p><u>Assessment Results:</u> 100% of the students passed the MTA Windows Server Administration Fundamentals certification exam, demonstrating basic server administration proficiency. <i>(All students were in a traditional delivery modality.)</i></p> <p><u>Analysis of Results:</u> 100% of the students in the course where the basic server administration skills are assessed through the MTA certification successfully completed the course with a grade of A.</p>	<p><u>Actions Taken:</u> Students indicated that they were satisfied with the course and supplemental resources provided for MTA review.</p> <p><u>Future Actions Planned:</u> The course seems to be effective and will be used again. This is the second time it has been taught with students achieving a 100% MTA pass rate. This outcome will be carried forward to 2019-2020.</p>

Information Technology Student Learning Outcomes Assessment Report

2019-2020

	Expected Student Learning Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Actions Planned
1	<i>New goal for 2019-2020</i> 75% of students will successfully complete the final hardware project.	Rubrics in Blackboard gradebook (CET 111)		
2	<i>New goal for 2019-2020</i> 75% of students will pass MTA Database Fundamentals.	MCC's Certiport Authorized Testing Center report (DBA 115)		
3	<i>Goal continued from 2018-2019</i> 75% of students will pass MTA Windows Server Administration Fundamentals.	MCC's Certiport Authorized Testing Center report (NOS 230)		

Computer-Integrated Machining Technology

Program Outcomes Assessment Report

2019-2020

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Action Plan
<p>College Goal that your Program Outcome Supports: Develop and implement instructional programs and student support services, in traditional and distance learning formats, consistent with the assessed needs of the constituent groups in the College's service area and with state, regional, and national standards.</p>				
1	The Machining Program will enroll 10 curriculum students during the Spring Semester.	Informer Reports		
2	The Dean will explore the need/interest in an evening program.	Program Advisory Committee Minutes		

Computer-Integrated Machining Technology Student Learning Outcomes Assessment Report

2019-2020

	Expected Student Learning Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Actions Planned
1	100% of students will demonstrated proper machine shop safety.	Machining safety test (MAC 111)		
2	80% will demonstrate to perform basic operations of measuring, layout, drilling, sawing, turning, and milling.	Machining Final Project Rubric (MAC 111)		
3	85% of students should be able to perform basic procedures on precision grinders.	Grinding Project Rubric (MAC 112)		

Mechatronics Engineering Technology Program Outcomes Assessment Report

2019-2020

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Action Plan
College Goal that your Program Outcome Supports: Develop and implement instructional programs and student support services, in traditional and distance learning formats, consistent with the assessed needs of the constituent groups in the College's service area and with state, regional, and national standards.				
1	<i>New for 2019-2020</i> The Mechatronics Engineering Technology program will enroll 12 curriculum students during its first year of operation.	Informer Reports		
2	<i>New for 2019-2020</i> The Mechatronics Engineering Technology program will move toward the acquisition and establishment of a working model of a Mechatronics Automation System by the end of the first year	Equipment Inventory		
3	<i>New for 2019-2020</i> The Mechatronics Engineering Technology will become an Accreditation Board for Engineering and Technology (ABET) sanctioned institute by the end of the third year.	ABET confirmation		

Mechatronics Engineering Technology Program Outcomes Assessment Report

2019-2020

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Action Plan
4	<p><i>New for 2019-2020</i></p> <p>The Mechatronics Engineering Technology program will graduate 8 new AAS students by the end of the second year.</p>	2021 Graduation reports		

Mechatronics Engineering Technology Student Learning Outcomes Assessment Report

2019-2020

	Expected Student Learning Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Actions Planned
1	<p><i>New Goal for 2019-2020</i></p> <p>80% of students will be able to describe the correct application of electrical, mechanical, and programmable components in an industrial mechatronics system.</p>	<p>Instructor Observations</p> <p>Lab Reports</p> <p>Final Exam</p>		

Mechatronics Engineering Technology

Student Learning Outcomes Assessment Report

2019-2020

	Expected Student Learning Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Actions Planned
2	<p><i>New Goal for 2019-2020</i></p> <p>70% of students will be able to correctly sequence PLC applications in an industrial mechatronics system.</p>	<p>Instructor Observations Lab Reports Final Exam</p>		
3	<p><i>New Goal for 2019-2020</i></p> <p>70% of students will be able to successfully troubleshoot and repair defective components in an industrial mechatronics system.</p>	<p>Instructor Observations Lab Reports Final Exam</p>		
4	<p><i>New Goal for 2019-2020</i></p> <p>70% of students will have a working ability to design a basic mechatronic system, component, or process to meet desired needs</p>	<p>Instructor Observations Lab Reports Final Exam</p>		

Medical Assisting Program Outcomes Assessment Report

2018-2019

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Action Plan
College Goal that your Program Outcome Supports: Develop and implement instructional programs and student support services, in traditional and distance learning formats, consistent with the assessed needs of the constituent groups in the College's service area and with state, regional, and national standards.				
1	<i>New for 2018-2019</i> The Medical Assisting Department Chair will identify one courses to offer in a hybrid modality.	New offering of existing MED course as hybrid (Course Schedule during 19-20)	MET MED 232 was identified as a course to offer as hybrid. Students will have a blended course offering seated and blackboard course work. MED 232 will be initially offered as a hybrid class in Fall 2019.	<u>Future Actions Planned:</u> Will continue to assess all MED courses to identify the ability to offer hybrid.
2	<i>New for 2018-2019</i> The Medical Assisting Department Chair will review the Advisory Committee membership, update it as needed, and hold a meeting by no later than June 30, 2019.	Meeting Minutes	MET The advisory committee membership meeting will be held May.	<u>Future Actions Planned:</u> The advisory committee will continue to meet either in person or online bi-annually.

Medical Assisting Program Outcomes Assessment Report

2019-2020

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Action Plan
College Goal that your Program Outcome Supports: Develop and implement instructional programs and student support services, in traditional and distance learning formats, consistent with the assessed needs of the constituent groups in the College's service area and with state, regional, and national standards.				
1	<i>continued for 2019-2020</i> The Medical Assisting Department Chair will identify one courses to offer in a hybrid modality.	New offering of existing MED course as hybrid (Course Schedule during 20-21)		
2	<i>new for 2019-2020</i> The Medical Assisting Department Chair will create information sessions for students who may be interested in the medical assisting field.	Flyers for information sessions and dates		

Medical Assisting Student Learning Outcomes Assessment Report

2018-2019

	Expected Student Learning Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Actions Planned
1	<i>New for 2018-2019</i> 90% of Students will be able to demonstrate proficiency in coding for reimbursement.	Embedded test questions (MED 232) Ch 6 Test Questions 1,2,9,10,12,23,24,27,30,31, 29,40,41	NOT MET 85% of students demonstrated proficiency in coding. Students chose codes that were not as specific as they needed to be for billing accurately.	<u>Future Actions Planned:</u> Students will be given more coding examples/assignments before testing. These will allow them to have more than one possible answer, to ensure they understand how to choose the most specific code for billing.
2	<i>New for 2018-2019</i> 90% of students will demonstrate appropriate lab safety.	MED 150 competency checklist for complete UA	MET 100% of students demonstrated proper lab safety during urinalysis competency using proper PPE and hand washing.	<u>Future Actions Planned:</u> Continue to use current assessment tool no modification needed.
3	<i>New for 2018-2019</i> 90% of the students will properly administer an EKG.	MED 150 EKG competency using MAERB standards; students must score 80% to pass competency	MET 100% of MED 150 students properly administered an EKG according to the MAERB standards.	<u>Future Actions Planned:</u> Continue to use current assessment tool no modification needed.

Medical Assisting Student Learning Outcomes Assessment Report

2019-2020

	Expected Student Learning Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Actions Planned
1	<i>Continued for 2019-2020</i> 90% of Students will be able to demonstrate proficiency in coding for reimbursement.	Embedded test questions (MED 232)		
2	<i>Continued for 2019-2020</i> 90% of students will demonstrate appropriate lab safety, by proper hand washing and proper PPE usage.	MED 150 Competency checklist for complete urinalysis		
3	<i>New for 2019-2020</i> 90% of students will describe the infection cycle, and one measure to break the cycle.	Embedded test questions (MED 140)		

Medical Office Administration Program Outcomes Assessment Report

2018-2019

	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Action Plan
College Goal that your Program Outcome Supports: Develop and implement instructional programs and student support services, in traditional and distance learning formats, consistent with the assessed needs of the constituent groups in the College's service area and with state, regional, and national standards.				
1	<i>New for 2018-2019</i> Increase enrollment in the MOA program using 2017-2018 enrollment as a baseline.	Student Services enrollment data.	MET 2017-2018 unduplicated enrollment in the MOA program was 8. 2018-2019 unduplicated enrollment in the MOA program was 26.	Future Actions Planned: Will carry this goal forward for the 2019-2020 year. Department Chair will continue to attend community events to promote the program, as well as advertise in local health facilities.
2	<i>New for 2018-2019</i> Medical Office Administration Program will Build and implement new online course OST 148 W1 Medical Coding Billing & Insurance.	Online Blackboard course approved by Dean of Distance Education and added to the 2018-2019 schedules.	MET OST 148-W1 was built and implemented during the Fall 2018 semester. Once the course was built, it was reviewed and approved by the Dean of Distance Education prior to implementation to students.	Future Actions Planned: No future action required as goal was met.
3	<i>New for 2018-2019</i> The Medical Office Administration program will create a new advisory board committee that will include external stakeholders.	List of Advisory Committee members for Medical Office Administration will be provided to the Dean.	MET Medical Office Administration Board was established to include a current MOA student, several medical office managers, and a couple of administrative assistants currently working in the field. A virtual "Welcome" meeting was held on January 29, 2019. Our first "official" meeting of the MOA Advisory Board will be held in early Fall 2019.	Future Actions Planned: No future action required as goal was met.

Medical Office Administration Program Outcomes Assessment Report

2019-2020

	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Action Plan
College Goal that your Program Outcome Supports: Develop and implement instructional programs and student support services, in traditional and distance learning formats, consistent with the assessed needs of the constituent groups in the College's service area and with state, regional, and national standards.				
1	<i>Carried forward from 2018-2019</i> Increase enrollment in the MOA program using 2018-2019 enrollment as a baseline.	Student Services enrollment data.		
2	<i>New for 2019-2020.</i> Explore options to make the MOA degree a fully online program.	ISS Meeting minutes; MOA program brochure; MCC Course Catalog for Fall 2019		

Medical Office Administration Student Learning Outcomes Assessment Report

2018-2019

	Expected Student Learning Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Actions Planned
1	<p><i>New for 2018-2019</i></p> <p>80% of students will be able to accurately complete electronic insurance claim forms for various insurance companies with 80% accuracy or better.</p>	Case Study Assignments with 80% completion accuracy (OST 148)	<p>MET</p> <p>Assessment Results: 83% of OST 148 students were able to accurately complete electronic insurance claim forms for various insurance companies with 80% accuracy or better.</p> <p>Analysis of Results: 5 of the 8 students completed the electronic insurance claim form with a passing grade. The remaining 3 students withdrew from the course prior to administration of the final exam.</p>	<p>Action Taken: Students were required to complete an insurance claim form case scenario for their OST 148 final exam.</p> <p>Future Actions Planned: Students will be assigned various practice exercises to assist in learning the electronic insurance claim form prior to having a “capstone” project assigned for their final exam as the assessment tool for 2019-2020.</p>
2	<p><i>New for 2018-2019</i></p> <p>80% of the students will have an appropriate vocabulary of medical terminology utilized by Medical Office Administrators.</p>	Medical Terminology Exam (MED 121)	<p>NOT MET</p> <p>Assessment Results: 78% of online MED 121 students from the 2018-2019 year have an appropriate vocabulary of medical terminology utilized by the Medical Office Administrators community.</p> <p>Analysis of Results: 42 out of 58 online MED 121 students who were successful in establishing an appropriate vocabulary of medical terminology utilized the various available resources.</p>	<p>Action Taken: Students were supplied with various learning tools including flashcards, learning labs, activities, and practice quizzes and tests which were provided to them through MindTap.</p> <p>Future Actions Planned: This goal will be carried forward for the 2019-2020 year, using the final exam as the data source. Department Chair will continue to encourage students to utilize the various learning tools, making more of them a graded</p>

Medical Office Administration Student Learning Outcomes Assessment Report

2018-2019

	Expected Student Learning Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Actions Planned
				assignment so that students will complete them.
3	<p><i>New for 2018-2019</i></p> <p>80% of Students will type 35 wpm with no more than 3 errors.</p>	Student performance on wpm accuracy (OST 130)	<p>MET</p> <p><u>Assessment Results:</u> 90% of OST 130 students in the MOA 2018-2019 cohort were able to type 35 wpm with no more than 3 errors.</p> <p><u>Analysis Results:</u> 8 out of the 9 enrolled students successfully completed the WPM activity with no more than 3 errors. The remaining student was only able to type 30 wpm with no more than 3 errors.</p>	<p><u>Action Taken:</u> Students were given various learning tools through MindTap that included practice activities to increase their WPM skill set.</p> <p><u>Future Actions Planned:</u> This goal will be carried forward for the 2019-2020 year; however, will read, "90% of students will be able to type 30 wpm with no more than 3 errors".</p>

Medical Office Administration Student Learning Outcomes Assessment Report

2019-2020

	Expected Student Learning Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Actions Planned
1	<p><i>Carried forward from 2018-2019:</i></p> <p>80% of students will be able to accurately complete electronic insurance claim forms for various insurance companies with 80% accuracy or better.</p>	Case Study Assignments with 80% completion accuracy and/or Capstone Billing Project Rubric (OST 148)		
2	<p><i>Carried forward from 18-19, with slight modification:</i></p> <p>75% of the students will have an appropriate vocabulary of medical terminology utilized by Medical Office Administrators in the current healthcare field.</p>	Medical Terminology Vocabulary test with students scoring 80% or better.		
3	<p><i>Carried forward from 18-19, with slight modification:</i></p> <p>90% of Students will type 30 wpm with no more than 3 errors.</p>	Student performance on wpm accuracy (OST 130)		

Metal Engraving Program Outcomes Assessment Report

2019-2020

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Action Plan
College Goal that your Program Outcome Supports: Support businesses, industries, and community initiatives through educational services that facilitate economic growth and workforce training.				
1	<i>Continued from 2017-2018</i> 100% Increase Enrollment in Metal Engraving Certificates AND/OR 100% Increase Completions of Metal Engraving Certificates.	Registrar data	NOT MET Assessment Results: 50% increase in Certificate enrollment 17-18 2 enrolled in MEG Certificates 18-19 3 enrolled in MEG Certificates 17-18 3 certificates awarded 18-19 3 certificates awarded	Future Actions Planned:
2	<i>New for 2018-2019:</i> The Dean of Commercial Technologies evaluate the viability of the current MEG curriculum program, and report out to the Vice President on his recommendation concerning keeping it solely in CU, moving it to CE, or some combination of CU & CE.	Meeting Minutes or a written report summarizing the findings	MET Meeting was held on 9-18-2018. VP of Instruction, Director of Institutional Effectiveness and Dean of Commercial Technologies met and discussed the pro's and con's of moving Metal Engraving to Con Ed. Dean of Commercial Technologies will make recommendation to VP of Instruction to move Metal Engraving to Con Ed.	Future Actions Planned: None. Viability evaluation completed.
3	<i>New for 2018-2019:</i> The Dean of Commercial Technologies will initiate a meeting with the Vice President of Instruction and the Public Information Officer to discuss advertising/marketing	Meeting Minutes, Advertising/Marketing plan for Metal Engraving	MET Meeting was held on 9-18-2018. VP of Instruction, Public Information Officer and Dean of Commercial Technologies met and discussed what has been done in the past and what could be done in the future for marketing the Metal Engraving program. Listed below are suggestions	Future Actions Planned: Marketing suggestions should be shared with Con Ed if Metal Engraving is moved Con Ed.

Metal Engraving Program Outcomes Assessment Report

2019-2020

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Action Plan
	options for the Metal Engraving Certificate Program. <i>(The MEG program at MCC is the only one in the NCCCS.)</i>		<p>for Marketing the Metal Engraving program in the future:</p> <ul style="list-style-type: none"> • Access Gunsmithing Prospect List • Develop a program specific mail out and mail to Gunsmithing Prospects. • Include Metal Engraving in the NRA/Gunsmithing Facebook page. • Contact Carolina Firearms Forum- Contact John Bayer • Contact Heritage Crafts students for possible interest in Metal Engraving • Create a Survey <ol style="list-style-type: none"> 1. Former students 2. Gunsmithing students 3. Knife Guild 4. Gunsmithing prospects on waiting list. 	

Metal Engraving Student Learning Outcomes Assessment Report

2018-2019

No.	Expected Student Learning Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Actions Planned
All Metal Engraving courses are only offered via a traditional (seated) method.				
1	<i>Carried forward from 17-18</i> 90% of students will demonstrate appropriate inlay techniques.	Observation checklist (rubric) (MEG-116)	NOT MET 80% of students demonstrated appropriate inlay techniques. <u>Analysis of Results:</u> There were only 5 students assessed. Four out of 5 were successful. Because of the small cohort, just one student not being successful makes a significant impact.	<u>Future Actions Planned:</u> Will carry this outcome forward to 2019-2020.
2	<i>Carried forward from 17-18</i> 90% of students will be able to do bolina engravings.	Observation checklist (rubric) (MEG-114)	NOT MET 80% of students demonstrated the ability to do bolina engravings. <u>Analysis of Results:</u> There were only 5 students assessed. Four out of 5 were successful. Because of the small cohort, just one student not being successful makes a significant impact.	<u>Future Actions Planned:</u> Will carry this outcome forward to 2019-2020.
3	<i>Carried forward from 17-18</i> 90% of students will demonstrate personal application of scroll drawing design.	Observation checklist (rubric) (MEG-118)	NOT MET 66% of students demonstrated personal application of scroll drawing design. <u>Analysis of Results:</u>	<u>Future Actions Planned:</u> Will carry this outcome forward to 2019-2020.

Metal Engraving Student Learning Outcomes Assessment Report

2018-2019

No.	Expected Student Learning Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Actions Planned
			There were only 3 students assessed. Two out of 3 were successful. Because of the small cohort, just one student not being successful makes a significant impact.	

Nurse Aide Program Program Outcomes Assessment Report

2018-2019

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Action Plan
<p>College Goal that your Program Outcome Supports: Develop and implement instructional programs and student support services, in traditional and distance learning formats, consistent with the assessed needs of the constituent groups in the College's service area and with state, regional, and national standards.</p>				
1	<p><i>Carried forward from 2017-2018. Modified wording.</i></p> <p>Enroll 10 students from high school in the Nurse Aide CCP certificates.</p> <p>Increase NA I enrollment by at least 10% and NA II enrollment by 20%.</p>	Enrollment data.	<p>MET</p> <p>10 students enrolled in the Nurse Aide CCP Certificates. There were 6 enrolled from EMHS and 4 from WMHS. Class was held at EMHS. WMHS students commuted to class. (2 dropped out mid semester)</p> <p>17-18 zero students enrolled NA I. 18-19 10 students enrolled NA I.</p> <p>No NA II courses were offered so there was no enrollment in NA II in 17-18 or 18-19.</p>	<p><u>Future Actions Planned:</u></p> <p>Will carry this outcome forward to 2019-2020. With the addition of the ADN program, these numbers are expected to increase. More students are choosing health related careers later in their high school years so they are not able to complete the Health Science pathway which leads them to the CCP NA I course as their next option.</p>
2	<p><i>Carried forward from 2017-2018.</i></p> <p>80% of the graduates of the Nurse Aide Certificate will pass the test for listing on the NC Nurse Aide Registry on their first attempt.</p>	The Nurse Aide I Registry listing.	<p>NOT MET</p> <p>75% (6/8) students passed their NA state exam on the first attempt. The other 2 students plan to try again within 6 months.</p>	<p><u>Future Actions Planned:</u></p> <p>Carry forward to 2019-2020.</p>

Nurse Aide Program Program Outcomes Assessment Report

2019-2020

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Action Plan
College Goal that your Program Outcome Supports: Develop and implement instructional programs and student support services, in traditional and distance learning formats, consistent with the assessed needs of the constituent groups in the College's service area and with state, regional, and national standards.				
1	<i>Carried over from 2018-2019.</i> Increase enrollment in Nurse Aide curriculum program of study by at least 10%.	Enrollment data.		
2	<i>Carried over from 2018-2019.</i> 80% of the graduates of the Nurse Aide Certificate will pass the test for listing on the NC Nurse Aide Registry on their first attempt.	The Nurse Aide I Registry listing.		
3	<i>New for 2019-2020</i> Implement a Nurse Aide Refresher Course.	Tabloid and/or Informer Report		

Nurse Aide Program Student Learning Outcomes Assessment Report

2018-2019

	Expected Student Learning Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Actions Planned
All NAS students were taught in a hybrid class format.				
1	Carried forward from 2017-2018. 80% of the Nurse Aide students will successfully describe the physical needs of the patient.	Embedded in Test Question Test 1 – Question 18 Test 2 – Question 1 For NA I	NOT MET 69% of the nurse aide students successfully described the physical needs of the patient. Analysis of Results: This data was based on eight students, which is a small cohort, and one unsuccessful student can create a significant change in percentiles.	Future Actions Planned: Will carry this outcome forward to 2019-2020. There is an expected increase in these percentages as enrollment increases. .
2	Carried forward from 2017-2018. 80% of the Nurse Aide students will successfully demonstrate the ability to measure blood pressure.	Performance Checklist Procedure 18D For NA I	MET 100% of the students successfully demonstrated the ability to measure blood pressure.	Future Actions Planned: Will carry this outcome forward to 2019-2020.
3	Carried forward from 2017-2018. 80% of Nurse Aide students will successfully demonstrate the technical skill of infection prevention.	Performance Checklist Procedure 16 For NA I	MET 100% of the students successfully demonstrated the technical skill of infection prevention.	Future Actions Planned: Will carry this outcome forward to 2019-2020.

Nurse Aide Program Student Learning Outcomes Assessment Report

2019-2020

	Expected Student Learning Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Actions Planned
1	Carried over from 2018-2019. 80% of the Nurse Aide students will successfully describe the physical needs of the patient.	Embedded in Test Question Test 1 – Question 18 Test 2 – Question 1 For NA I		
2	Carried over from 2018-2019. 80% of the Nurse Aide students will successfully demonstrate the ability to measure blood pressure.	Performance Checklist Procedure 18D For NA I		
3	Carried over from 2018-2019. 80% of Nurse Aide students will successfully demonstrate the technical skill of infection prevention.	Performance Checklist Procedure 16 For NA I		

Office Administration Program Outcomes Assessment Report

2018-2019

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Action Plan
College Goal that your Program Outcome Supports: Develop and implement instructional programs and student support services, in traditional and distance learning formats, consistent with the assessed needs of the constituent groups in the College's service area and with state, regional, and national standards.				
1	<i>Continued from 2017-2018</i> Increase enrollment in the OA program by 2%.	Student Services enrollment data.	NOT MET <u>Assessment Results:</u> 7% decrease Enrollment Numbers decreased from 56 in 2018 to 52 in 2019.	<u>Actions Taken:</u> Program was featured in local newspaper, new program flyers were printed and distributed, along with marketing the program at the local high schools, and the NCWorks Career fair. <u>Future Actions Planned:</u> Program outcome is carried forward for 2019-2020.
2	<i>New 2018-2019</i> Student retention monitored in 2018-2019 OA program. Numbers will be used as a baseline to measure increased retention rates.	Blackboard documentation.	NOT MET (New 2018-2019 baseline numbers added below) <u>Assessment:2018-2019</u> Retention rate: 62 out of 67 or 93% students completed the program courses. <u>Analysis of Results:</u> The above information will be used as new baseline to monitor retention rates.	<u>Future Actions Planned:</u> Expected outcome does not show actual program numbers. Retention rates are measured in other areas of the college Program outcome will not be carried forward.
3	<i>Continued from 2017-2018</i> Increase the graduation success rate of Office Administration students.	Student Services Graduation Data.	NOT MET <u>Assessment Results:</u> 53% decrease Graduation numbers were down from 15 in 2018 to 7 in 2019.	<u>Future Actions Planned:</u> Based on changes at SCI Program Outcome will not be carried forward for 2019-2020

Office Administration Program Outcomes Assessment Report

2018-2019

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Action Plan
			<p><u>18-19 completers of OA 7</u> 2 OA AAS 1 OA Certificates 3 OA Microsoft Application Certificates 1 HS CCP OA Certificate</p> <p><u>17-18 completers of OA: 15</u> 3 OA AAS 2 OA Certificates 9 OA Microsoft Application Certificates 1 OA Diploma)</p> <p><u>Analysis of Result</u> The large decrease in OA graduates is due to changes at the SCI off-site location. OA courses are no longer offered at this location.</p>	
4	<p><i>Continued from 2017-2018</i></p> <p>Office Administration Department Chair will improve ACC 120 W1 online course by ensuring all deficiencies identified in the peer review process are corrected.</p>	<p>Email from Dean of Distance Education confirming all deficiencies have been corrected.</p>	<p>NOT MET</p> <p>The ACC-120 online course underwent a review when WP taught the course (pre fall 2018). That peer review found several items in the online course that needed to be resolved.</p> <p>A new ACC instructor took over the online ACC course in fall 2018 (ZH). Unfortunately, issues with the online course still exist.</p>	<p><u>Future Actions Planned:</u></p> <p>The OA Department Chair identified four unmet items and emailed the new ACC online instructor the identified issues with the ACC-120-W1 course. The new instructor will resolve all issues identified, and contact the Coordinator for DE for approval once they are completed.</p> <p>Carrying this goal forward to 2019-2020 to close the loop on the ACC-120-W1 course improvement.</p>

Office Administration Program Outcomes Assessment Report

2018-2019

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Action Plan
5	<p><i>Continued from 2017-2018</i></p> <p>Office Administration Department Chair will improve OST 136 W1 online course by ensuring all deficiencies identified in the peer review process are corrected.</p>	<p>Email from Dean of Distance Education confirming all deficiencies have been corrected.</p>	<p>NOT MET</p> <p>The OST 136 online course underwent a review Fall 2017. That peer review found 2 items in the online course that needed to be resolved.</p> <p>Issues still existed in fall 2018 course. Course will not be taught again until instructor has resolved the issues.</p>	<p><u>Future Actions Planned:</u></p> <p>The OA Department Chair identified 2 unmet items and emailed the instructor the identified issues with OST 136-W1 course. The instructor will resolve all issues identified, and contact the Coordinator for DE for approval once they are completed.</p> <p>Carrying this goal forward to 2019-2020 to close the loop on the OST 136-W1 course improvement.</p>

Office Administration Program Outcomes Assessment Report

2019-2020

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Action Plan
College Goal that your Program Outcome Supports: Develop and implement instructional programs and student support services, in traditional and distance learning formats, consistent with the assessed needs of the constituent groups in the College's service area and with state, regional, and national standards.				
1	<i>Continued from 2018-2019</i> Increase enrollment in the OA program by 2%.	Student Services enrollment data.		
2	<i>New for 2019-2020</i> Department Chair will develop a written action plan geared toward marketing recruitment for the Office Administration program.	Plan will be emailed to Dean for review.		
3	<i>New for 2019-2020</i> Department Chair will create a 2 semester first line supervisor certificate to be offered in the fall 2020.	Certificate option will be added to OA program listings.		
4	<i>Continued from 2018-2019</i> Office Administration Department Chair will improve ACC 120 W1 online course by ensuring all deficiencies identified in the peer review process are corrected.	Email from Coordinator of DL saying all is resolved		

Office Administration Program Outcomes Assessment Report

2019-2020

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Action Plan
5	<p><i>Continued from 2018-2019</i></p> <p>OA Program Chair will ensure that OST-136-W1 faculty will resolve the outstanding issues from the 2017FA online course review, which were still outstanding in 2018FA Peer Review.</p>	Email from Coordinator of DL saying all is resolved		

Office Administration Student Learning Outcomes Assessment Report

2018-2019

No.	Expected Student Learning Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Actions Planned
1	<p><i>Continued from 2017-2018</i></p> <p>80% of OST 130 Students will type 30 wpm with no more than 3 errors.</p>	Student performance on wpm accuracy OST 130 course	<p>MET</p> <p>Assessment Results: 93% (26/28) of students typed 30 wpm with no more than 3 errors. All students were in an online modality.</p> <p>Fall 2018, 95% of students typed 30 wpm with no more than 3 errors.</p>	<p>Future Actions Planned: SLO is very important criteria for Office Administration graduates. SLO will be increased to 95% and carried forward 2019-2020</p>

Office Administration

Student Learning Outcomes Assessment Report

2018-2019

No.	Expected Student Learning Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Actions Planned
			Spring 2019 – 88% (7/8) of students typed 30 wpm with no more than 3 errors.	
2	<i>Continued from 2017-2018</i> 95% of MKT 223 students will create a customer service face to face PowerPoint present that will show how to handle specific customer issues or complaints.	Student performance on MKT 223 course face-to-face assignments using a Power Point presentation demonstrating how to identify and solve customer issues or complaints.	NOT MET Assessment Results: 15 of 16 or 94% of students completed the face-to-face presentation. This is a 2% increase from previous year. All MKT 223 were taught in an online modality. Analysis of Results: Only one student did not demonstrate how to handle specific customer service issues. Results are very close to the goal – only 1% off.	Actions Taken: Student was emailed, and called in an effort to get the student to complete the course. Student communicated they would drop the course, but they never did. As such, the resulting grade in course was a failure, as well as failing to demonstrating the student learning objective Future Actions Planned: SLO will be carried forward 2019-2020.
3	<i>Continued from 2017-2018</i> 80% of OST 164 students will be successful using proof reading skills.	Student performance on OST 164 proofreading skills assessment.	NOT MET Assessment Results: 75% (3/4) of students were successful using proof reading skills. All students were in an online modality. Analysis of Results: This is a small cohort. Just one student did not demonstrate success using proof reading skills and significantly affected the overall results.	Action Taken: Student was contacted several times in an effort to conduct assessment. Attempts were unsuccessful. Future Actions Planned: SLO will be carried forward 2019-2020.

Office Administration Student Learning Outcomes Assessment Report

2019-2020

No.	Expected Student Learning Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Actions Planned
1	<i>Continued from 2018-2019</i> 95% of Students will type 30 wpm with no more than 3 errors.	Student performance on wpm accuracy OST 130 course		
2	<i>Continued from 2018-2019</i> 95% of students will create a customer service face to face PowerPoint present that will show how to handle specific customer issues or complaints.	Student performance on MKT 223 course Face-to-Face assignments using a Power Point presentation demonstrating how to identify and solve customer issues or complaints.		
3	<i>Continued from 2018-2019</i> 80% of students will be successful using proof reading skills.	Student performance on OST 164 proofreading skills assessment.		

Phlebotomy Program Outcomes Assessment Report

2018-2019

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Action Plan
College Goal that your Program Outcome Supports: Develop and implement instructional programs and student support services, in traditional and distance learning formats, consistent with the assessed needs of the constituent groups in the College's service area and with state, regional, and national standards.				
1	<i>Carried forward from 17-18 with modification:</i> Enroll 15 students in the Phlebotomy Curriculum program during 2018-2019.	Informer Reports	NOT MET Assessment Results: Enrolled 6 unduplicated students in the CCP Phlebotomy curriculum for the 2018-2019 school year. Analysis of Results: While we did not meet the 15 student goal, there was a continued interest in the high schools for the Phlebotomy certificate. With the anticipation of the new CTE building in the Fall of 2019, it is expected that the enrollment numbers will increase.	Future Actions Planned: Department Chair will continue to recruit students by attending various community events where current and rising high school students will be in attendance to promote the program and certificate option.
2	<i>Carried forward from 17-18.</i> 70% of the students enrolling in the program will obtain the Phlebotomy Certificate.	Informer Reports	MET: Assessment Results: 100% of students enrolled in the Phlebotomy curriculum program during the 2018-2019 school year obtained their Phlebotomy certificate.	Future Actions Planned: Will carry this goal forward for the 2019-2020 school year. Will continue to ensure that all students have completed all necessary requirements to obtain the Phlebotomy certificate upon completion of the program.

Phlebotomy Program Outcomes Assessment Report

2019-2020

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Action Plan
College Goal that your Program Outcome Supports: Develop and implement instructional programs and student support services, in traditional and distance learning formats, consistent with the assessed needs of the constituent groups in the College's service area and with state, regional, and national standards.				
1	<i>Carried forward from 18-19:</i> Enroll 15 students in the Phlebotomy Curriculum program during 2019-2020.	Informer Reports		
2	<i>Carried forward from 18-19:</i> 70% of the students enrolling in the program will obtain the Phlebotomy Certificate.	Informer Reports		

Phlebotomy

Student Learning Outcomes Assessment Report

2018-2019

	Expected Student Learning Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Actions Planned
<i>All Phlebotomy courses are taught via a hybrid modality.</i>				
1	<p><i>Continued from 17-18 with modification:</i></p> <p>80% of students will successfully demonstrate 25 venipunctures by vacuum collection prior to progressing to clinical rotations in Phlebotomy Practicum.</p>	Clinical log/attendance sheet and Competency Checklist for routine venipuncture via vacuum tube collection (PBT 100)	<p>NOT MET</p> <p>Assessment Results: 50% of students successfully demonstrated 25 venipunctures by vacuum collection prior to progressing to clinical rotations.</p> <p>Analysis of Results: Students were given a log/attendance sheet during the PBT 100 course, as well as the Competency Checklist for routine venipuncture via vacuum tube collections. Students were told to log successful venipunctures only.</p>	<p>Future Actions Planned: Instructor will create a specific log sheet that students will receive at the beginning of their practice/lab time in PBT 100 with instructions that they are required to complete the 25 successful venipunctures as part of their PBT 100 grade. Instructor will implement this portion into the PBT 100 course grade computation so that students understand the importance of obtaining these successful venipunctures prior to attending clinical rotations in PBT 101.</p> <p>Will carry this goal forward to 2019-2020 school year.</p>
2	<p><i>Continued from 17-18 with modification:</i></p> <p>80% of students will successfully demonstrate 10 capillary punctures using proper technique prior to progressing to clinical rotations in Phlebotomy Practicum.</p>	Clinical log/attendance sheet and Competency Checklist for routine dermal puncture procedure (PBT 100)	<p>NOT MET</p> <p>Assessment Results: 50% of PBT 100 students obtained 10 successful capillary punctures prior to progressing to clinical rotations in PBT 100.</p> <p>Analysis of Results: Students were provided with a copy of the Competency Checklist prior to grading their capillary puncture technique and asked to document</p>	<p>Future Actions Planned: For the 2019-2020 school year, this goal will read “ 80% of PBT 100 students will successfully demonstrate 5 capillary punctures using proper technique prior to progressing to clinical rotations in PBT 101.” Will drop the number of successful punctures down to 5, as this is the documentation requirement for obtaining Phlebotomy certification and</p>

Phlebotomy

Student Learning Outcomes Assessment Report

2018-2019

	Expected Student Learning Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Actions Planned
			successful capillary puncture collection only.	students are not getting much experience with capillary puncture in clinical rotations, as sites are using venipuncture collection method the majority of the time.
3	<p><i>Carried forward from 17-18.</i></p> <p>100% of Phlebotomy students will demonstrate appropriate interaction and communication with patients and staff.</p>	Professionalism rubric completed in PBT 101	<p>MET</p> <p>Assessment Results: 100% of Phlebotomy students demonstrated appropriate interaction and communication with patients and staff.</p> <p>Analysis of Results: Students were provided clinical performance evaluations that were to be completed by staff at each site with whom the student was working. Each evaluation form contained a grading rubric that was reviewed with students prior to entering clinical rotations.</p>	<p>Future Actions Planned: Upon reviewing information provided by the clinical site preceptors, it is noted that this is a very important component and students still need to work further on interacting and communicating properly with patients.</p> <p>Will carry this goal forward for the 2019-2020 year.</p>
4	<p><i>Carried forward from 17-18.</i></p> <p>100% of Phlebotomy students will demonstrate a professional attitude and behavior in the workplace.</p>	Professionalism rubric completed in PBT 101	<p>MET</p> <p>Assessment Results: 100% of Phlebotomy students demonstrated a professional attitude and behavior in the workplace.</p> <p>Analysis of Results: Students were provided a clinical performance evaluation rubric that was to be taken and completed by the</p>	<p>Future Actions Planned: Will carry this goal forward for the 2019-2020 year. Professionalism continues to be an important component in the healthcare industry when students apply for positions, upon completion of their classroom and clinical requirements for the course.</p>

Phlebotomy

Student Learning Outcomes Assessment Report

2018-2019

	Expected Student Learning Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Actions Planned
			staff with whom the students worked while in their clinical rotations. Clinical site preceptors were asked to grade the students on their professionalism, and provide comments to the student, if applicable. Results were reviewed with the student after being scored and completed.	

Phlebotomy

Student Learning Outcomes Assessment Report

2019-2020

	Expected Student Learning Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Actions Planned
1	<p><i>Continued from 18-19:</i></p> <p>80% of students will successfully demonstrate 25 venipunctures by vacuum collection prior to progressing to clinical rotations in Phlebotomy Practicum.</p>	Clinical log/attendance sheet and Competency Checklist for routine venipuncture via vacuum tube collection (PBT 100)		
2	<p><i>Carried forward from 18-19, with modification</i></p> <p>80% of students will successfully demonstrate 5 capillary punctures using proper technique prior to progressing to clinical rotations in Phlebotomy Practicum.</p>	Clinical log/attendance sheet and Competency Checklist for routine dermal puncture procedure (PBT 100)		
3	<p><i>Carried forward from 18-19.</i></p> <p>100% of Phlebotomy students will demonstrate appropriate interaction and communication with patients and staff.</p>	Professionalism rubric completed in PBT 101		
4	<p><i>Carried forward from 18-19.</i></p> <p>100% of Phlebotomy students will demonstrate a professional attitude and behavior in the workplace.</p>	Professionalism rubric completed in PBT 101		

Associate Degree Nursing Program Outcomes Assessment Report

2018-2019

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2018-2018
			Assessment Results / Analysis of Results 2018-2019	Future Action Plan
College Goal that your Program Outcome Supports: Develop and implement instructional programs and student support services, in traditional and distance learning formats, consistent with the assessed needs of the constituent groups in the College's service area and with state, regional, and national standards.				
1	Get NC State Board of Nursing approval to offer Associate Degree Nursing	NC State Board of Nursing Approval Letter	MET Initial approval was received in October 3, 2018 with an enrollment date of fall 2019.	Future Actions Planned: Will not carry this outcome forward since approval occurred.
2	Enroll 20 LPN students in 2 nd year ADN program Fall 2019.	Informer report.	NOT MET Program did not start during academic year 2018-2019 – so no enrollment took place.	Future Actions Planned: A goal about ADN enrollment will be placed on the 2019-2020 ADN Program OARs. Not carrying this one forward on ADN since it relates to LPN enrollment.

Associate Degree Nursing Program Outcomes Assessment Report

2019-2020

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Action Plan
College Goal that your Program Outcome Supports: Develop and implement instructional programs and student support services, in traditional and distance learning formats, consistent with the assessed needs of the constituent groups in the College's service area and with state, regional, and national standards.				
1	<i>New for 2019-2020:</i> The completion rate for students in the Associate Degree curriculum will be higher than the state aggregate 3 year on time completion rate.	The North Carolina Board of Nursing (NCBON) annual report and 3 year on time completion rates for ADN programs		
2	<i>New for 2019-2020:</i> The graduate pass rate on the NCLEX-RN will be at or higher than the annual national pass rate until it reaches 100% annually.	NCLEX-RN pass rates.		
3	<i>New for 2019-2020:</i> The enrollment for the Associate Degree will be maintained at 30 students.	Enrollment data		

Associate Degree Nursing Student Learning Outcomes Assessment Report

2019-2020

	Expected Student Learning Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Actions Planned
1	<i>New for 2019-2020</i> 50% of the Associate Degree students will be successful in dosage calculation for medicine administration on the first attempt- with 100% completing in the optional 3 tries.	Performance on dosage calculation test (NUR 111)		
2	100% of students completing NUR 213 will be able to function as Registered Nurse in North Carolina.	Student performance on clinical evaluation tools		
3	<i>New for 2019-2020</i> 50% of students will show improvement in critical thinking assessments.	ATI proctored assessment data (critical thinking NUR 111 to NUR 213 assessments)		

Practical Nursing Program Outcomes Assessment Report

2018-2019

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Action Plan
College Goal that your Program Outcome Supports: Develop and implement instructional programs and student support services, in traditional and distance learning formats, consistent with the assessed needs of the constituent groups in the College's service area and with state, regional, and national standards.				
1	<i>Carried forward from 2017-2018</i> The completion rate for students in the Practical Nursing curriculum will be higher than the state aggregate 3 year on time completion rate.	The North Carolina Board of Nursing (NCBON) annual report and 3 year on time completion rates for PN programs	MET Assessment Results: The North Carolina Board of Nursing published the North Carolina trends in nursing education. The completion data for the 2016-2019 for MCC is 93%. MCC is higher than the state rate of 81%	Future Actions planned: Will carry over 2019-2020
2	<i>Carried forward from 2017-2018</i> The graduate pass rate on the NCLEX-PN will be at or higher than the annual national pass rate until it reaches 100% annually	NCLEX-PN pass rates.	MET Assessment Results: 100% for calendar year 2018 The 2018 National pass rate for Practical Nursing was 86%	Future Actions planned: The percentage between testing and other assignments will stay at 90% testing and 10% assignments.
3	<i>Carried forward from 2017-2018</i> MCC Practical Nursing department will complete the application process working with MCC Administration and receive approval be begin an Associate Degree Nursing	Initial approval of the Associate Degree Nursing program by both the North Carolina Community College System and the North Carolina Board of Nursing.	MET Initial approval was received in October 3, 2018 with an enrollment date of fall 2019.	Future Actions planned: No need to carry this goal forward since approval has been granted.

Practical Nursing Program Outcomes Assessment Report

2018-2019

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Action Plan
	program including physical resources.			
4	<i>New for 2018-2019</i> The enrollment for the Practical Nursing will be decrease to 20 when the ADN program is approved.	Enrollment data	NOT MET Assessment results: PN enrollment for fall 18 was 35 students. Associate Degree Nursing was not approved until mid-fall 2018 semester, so the planned decrease did not take place this academic year.	Future Actions planned: Carry over to 2019-2020 year
5	<i>New for 2018-2019</i> Hold an annual face-to-face Advisory Committee Meeting.	Advisory Committee Meeting minutes	MET Advisory committee meeting held April 16, 2019.	Future Actions planned: Schedule yearly meeting.
6	<i>New for 2018-2019</i> Continue to evaluate the 2-semester program to determine if 3 semester or some other variation would improve student success, retention, etc.	Summary report of findings to Dean and Vice President of Instruction.	Partially Met Assessment results: Continuing to monitor and evaluate student success and retention in the 2 semester program	Future Actions planned: Carry over to 2019-2020 year

Practical Nursing Program Outcomes Assessment Report

2019-2020

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Action Plan
College Goal that your Program Outcome Supports: Develop and implement instructional programs and student support services, in traditional and distance learning formats, consistent with the assessed needs of the constituent groups in the College's service area and with state, regional, and national standards.				
1	Carried forward from 2018-2019 The completion rate for students in the Practical Nursing curriculum will be higher than the state aggregate 3 year on time completion rate.	The North Carolina Board of Nursing (NCBON) annual report and 3 year on time completion rates for PN programs		
2	<i>Carried forward from 2018-2019</i> The graduate pass rate on the NCLEX-PN will be at or higher than the annual national pass rate until it reaches 100% annually.	NCLEX-PN pass rates.		
3	<i>Carried from 2018-2019 with wording modifications</i> The enrollment for the Practical Nursing will be decrease to 35 when the ADN program is implemented.	Enrollment data		

Practical Nursing Program Outcomes Assessment Report

2019-2020

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Action Plan
4	<p><i>Carried from 2018-2019</i></p> <p>Hold an annual face-to-face Advisory Committee Meeting.</p>	Advisory Committee Meeting minutes		
5	<p><i>Carried from 2018-2019</i></p> <p>Continue to evaluate the 2-semester program to determine if 3 semester or some other variation would improve student success, retention, etc.</p>	Summary report of findings to Dean and Vice President of Instruction.		

Practical Nursing Student Learning Outcomes Assessment Report

2018-2019

	Expected Student Learning Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Actions Planned
1	<p><i>Carried forward from 2017-2018 with wording modifications</i></p> <p>50% of the Practical Nursing students will be successful in dosage calculation for medicine administration on the first attempt- with 100% completing in the optional 3 tries.</p>	Performance on dosage calculation test (NUR 101)	<p>NOT MET</p> <p>Assessment Results: 0% were successful on the 1st attempt. 100% were successful on the third attempt.</p> <p>New faculty member taught dosage calculation.</p>	<p>Future Actions Planned: Will implement ATI dosage calculation as a supplement to faculty teaching.</p> <p>Will carry over for 2019-2020.</p>
2	<p><i>Carried over from 2017-2018</i></p> <p>100% of the Practical Nursing students will be successful with head to toe assessments.</p>	Head to toe skills checkoff (NUR 101)	<p>MET</p> <p>Assessment Results: 100% of students were successful with head to toe assessments.</p>	<p>Future Actions Planned: Will carry forward to 2019-2020.</p>
3	<p><i>Carried over from 2017-2018</i></p> <p>100% of students completing NUR 103 will be able to function within the scope of practice for the Licensed Practical Nurse in North Carolina</p>	Student performance on clinical evaluation tools (daily clinical assessments, final evaluation tool & thirty (30) criterions on the final preceptorship evaluation	<p>MET</p> <p>Assessment Results: 100% of students who graduated NUR 103 were able to function as a Licensed Practical Nurse.</p>	<p>Future Actions Planned: Will carry forward to 2019-2020.</p>

Practical Nursing Student Learning Outcomes Assessment Report

2019-2020

	Expected Student Learning Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Actions Planned
1	<p><i>Carried forward from 2018-2019 with wording modifications</i></p> <p>50% of the Practical Nursing students will be successful in dosage calculation for medicine administration on the first attempt- with 100% completing in the optional 3 tries.</p>	Performance on dosage calculation test (NUR 101)		
2	<p><i>Carried over from 2018-2019</i></p> <p>100% of the Practical Nursing students will be successful with head to toe assessments.</p>	Head to toe skills checkoff (NUR 101)		
3	<p><i>Carried over from 2018-2019</i></p> <p>100% of students completing NUR 103 will be able to function within the scope of practice for the Licensed Practical Nurse in North Carolina</p>	Student performance on clinical evaluation tools (daily clinical assessments, final evaluation tool & thirty (30) criterions on the final preceptorship evaluation		

Sustainable Agriculture Program Outcomes Assessment Report

2019-2020

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Action Plan
College Goal that your Program Outcome Supports: Develop and implement instructional programs and student support services, in traditional and distance learning formats, consistent with the assessed needs of the constituent groups in the College's service area and with state, regional, and national standards.				
1	The Sustainable Agriculture program will enroll 40 curriculum students during its first year of operation.	Informer Reports		
2	Program Head will search for grants related to Sustainable Agriculture, and will assist with the completion of the grant application.	Research. Grant submission.		

Sustainable Agriculture Student Learning Outcomes Assessment Report

2019-2020

	Expected Student Learning Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Actions Planned
1	80% will produce an appropriate integrated pest management plan on target species.	Pest Management Plan Rubric (AGR 140)		
2	80% Students will identify flowering plants agricultural plants.	Plant Identification Quiz (AGR 160)		
3	80% Students will prepare an appropriate nutrition plan for a livestock production farm.	Livestock Nutrition Plan Rubric (ANS 110)		

Taxidermy Program Outcomes Assessment Report

2018-2019

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Action Plan
<p>College Goal that your Program Outcome Supports: Develop and implement instructional programs and student support services, in traditional and distance learning formats, consistent with the assessed needs of the constituent groups in the College's service area and with state, regional, and national standards.</p>				
1	<p><i>Continued from 17-18</i></p> <p>20% Increase in Total Taxidermy Enrollment overall 2017-2018 numbers (both CU and CE).</p>	Enrollment Reports from Informer	<p>NOT MET</p> <p>24% decrease in total taxidermy enrollment</p> <p>Analysis of Results: 17-18 CE 25 and CU 8 = 33 18-19 CE 19 and CU 6 = 25</p>	<p>Actions Taken:</p> <p>Annually attend Dixie Deer Classic to promote program and recruit students.</p> <p>Did a Get Outdoors camp in Summer 2018 for Montgomery County Middle School students – to generate interest locally.</p> <p>Carolina All Out did a 30-minute episode on mounting a deer head, which was published to YouTube in August 2018. Recently (week of March 11, 2019) another episode of doing a Turkey mount was taped.</p> <p>Future Actions Planned: Will carry this outcome forward to 18-19 and will continue to promote Taxidermy to local and surrounding markets.</p>
2	<p><i>New for 18-19</i></p> <p>Collaborate with Heritage Crafts program head to do</p>	Yourspace, social media or other printed publication evidencing the event	<p>NOT MET</p> <p>The Taxidermy Program Head and the Heritage Crafts Director met and discussed holding a Heritage Crafts Day event at the College. They</p>	<p>Future Actions Planned: Based on discussions with the Dean of Continuing Education, it is indeterminate at this time whether the College will re-fill the</p>

Taxidermy Program Outcomes Assessment Report

2018-2019

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Action Plan
	some Taxidermy demonstrations.		discussed having demonstrations of Pottery, Knife-making, and Taxidermy – as well as anything else that might align with the “craft” topic. Unfortunately, the Heritage Crafts Director resigned in February 2019 – so the actual event did not take place.	Heritage Crafts position – or re-organize the duties. As such, this goal will not be carried forward to 2019-2020.
3	<i>New for 18-19</i> Collaborate with Coordinator of Education Partnerships to offer a Taxidermy Seminar at one or both High Schools.	Yourspace, social media or other printed publication evidencing the event	MET The Coordinator of Education Partnerships and the Taxidermy Program Head offered a <i>Get Outdoors Summer Camp</i> during the summer of 2018. 12 students enrolled – but were Middle School students, not High School students.	<u>Future Actions Planned:</u> Will carry this outcome forward to 18-19, with slight wording modification.

Taxidermy Program Outcomes Assessment Report

2019-2020

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Action Plan
College Goal that your Program Outcome Supports: Develop and implement instructional programs and student support services, in traditional and distance learning formats, consistent with the assessed needs of the constituent groups in the College's service area and with state, regional, and national standards.				
1	<i>Continued from 18-19</i> 20% Increase in Total Taxidermy Enrollment overall 2018-2019 numbers (both CU and CE).	Enrollment Reports from Informer		
2	<i>Continued from 18-19, with modification</i> Collaborate with Coordinator of Education Partnerships to offer taxidermy related promotion/ recruitment programming to middle and/or high school age students.	Yourspace, social media or other printed publication evidencing the event		
3	<i>New for 19-20</i> Explore other promotion/ recruitment activities (besides Dixie Deer Classic) and discuss feasibility of implementation with Dean.	Email, meeting minutes, or programs from events evidencing activities.		

Taxidermy Program Outcomes Assessment Report

2019-2020

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Action Plan
4	<p><i>New for 19-20</i></p> <p>Work with Digital Content Manager (Taylor Sarks) during the year to record videos of interesting Taxidermy items – and post them to Facebook and/or other social media.</p>	<p>Facebook posts</p> <p>Other social media posts</p>		

Taxidermy

Student Learning Outcomes Assessment Report

2018-2019

	Expected Student Learning Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Actions Planned
1	<i>Carried forward from 17-18</i> 90 % of students will be able to find reference resources to develop an artistic display of mounted items.	Instructor checklist (TXY 110, 112, 114, 121, 122, 123, 131, or 133)	MET 100% of students found and utilized reference resources to aid them in developing an artistic display of their mounted items.	Future Actions Planned: Will not carry this outcome forward as outcome has been successful for a couple of years.
2	<i>Carried forward from 17-18</i> 90% of students will be able to log specimens into Taxidermy Intake book as per NC Taxidermy Laws	Instructor checklist (TXY 110, 112, 114, 121, 122, 123, 131, 133)	MET 100% of students successfully logged specimens into their Taxidermy Intake book. This is a state/ federal regulation for licensed Taxidermists.	Future Actions Planned: Will not carry this outcome forward as outcome has been successful for a couple of years.
3	<i>Carried forward from 17-18</i> 90% of students will be able to properly carve a deer nose into form	Student grade sheets (TXY 121,122 or 123)	MET 100% of students demonstrated the ability to properly carve a deer nose into the form.	Future Actions Planned: Will not carry this outcome forward as outcome has been successful for a couple of years.
4	<i>New for 2018-2019</i> 80% of Students will successfully prepare a natural habitat display of a mounted item.	Student rubric (score of 70 or above is successful) (TXY 110, 112, 114, 121, 122, 123, 131, or 133)	MET 100% of students prepared natural habitat displays for their mounted items.	Future Actions Planned: This was a new outcome this year. Will carry it forward for another year.

Taxidermy

Student Learning Outcomes Assessment Report

2019-2020

	Expected Student Learning Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Actions Planned
1	<p><i>Carried forward from 18-19</i></p> <p>80% of students will successfully prepare a natural habitat display of a mounted item.</p>	<p>Student rubric (score of 70 or above is successful) (TXY 110, 112, 114, 121, 122, 123, 131, or 133)</p>		
2	<p><i>New for 19-20</i></p> <p>90% of students will demonstrate the proper antler alignment in setting them on mammal form/mount.</p>	<p>Student rubric (score of 70 or above is successful) (TXY 103, TXY 121, TXY 122)</p>		
3	<p><i>New for 19-20</i></p> <p>90% of students will demonstrate the skill to align eyes in a natural manner on a mammal form/mount.</p>	<p>Student rubric (score of 70 or above is successful) (TXY 103, TXY 121, TXY 122)</p>		

Welding Program Outcomes Assessment Report

2019-2020

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Action Plan
College Goal that your Program Outcome Supports: Develop and implement instructional programs and student support services, in traditional and distance learning formats, consistent with the assessed needs of the constituent groups in the College's service area and with state, regional, and national standards.				
1	The Welding curriculum program will enroll 25 curriculum students during its first year of operation.	Informer Reports		
2	Program Head will search for grants related to Welding, and will assist with the completion of the grant application.	Research. Grant submission.		

Welding Student Learning Outcomes Assessment Report

2019-2020

	Expected Student Learning Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Actions Planned
1	100% of the students will demonstrate proper welding shop safety.	Welding safety test (WLD 110)		
2	80% of the students will successfully demonstrate brazing.	Brazing Rubric (WLD 112)		
3	90% of the students will successfully read and interpret symbols commonly used in welding.	Welding Symbols Quiz (WLD 141)		

Continuing Education Division Operational Outcomes Assessment Report

2018-2019

No.	Expected Operational Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Actions Planned
College Goal that your Operational Outcome Supports: Goal 3: Support businesses, industries, and community initiatives through educational services that facilitate economic growth and workforce training				
1	<i>Continued from 2017-2018 with modification</i> Increase CE enrollment in each Health and Public Service, Heritage Crafts, and OE by 10%	Workforce CE Annual Report	NOT MET Assessment Results: Increased overall CE enrollment by 6% overall. See chart or page 85 from the link: https://www.nccommunitycolleges.edu/sites/default/files/basic-pages/workforce-continuing-education/00_fte_enrollment_trends.pdf	Actions Taken: Incorporated 30-day customer service follow up policy. This helped increase enrollment, but due to a significant decrease in prison programs, we did not meet our goal.
2	<i>Continued from 2017-2018</i> Integrate WIOA services into the College to better serve the county – increase services and clients served by 25%	WIOA Annual Report	MET Assessment Results: Increased participants by 70%. Served 20 WIOA participants 2016-2017. Served 34 WIOA participants 2017-2018.	Future Actions Planned: Continue to better integrate WIOA services within the college and the community.
3	<i>New for 2018-2019</i> Increase ABE enrollment 10% and retention of students by 10%.	Workforce CE Annual Report	NOT MET Assessment Results: Decreased by 40%. See chart or pages 7-9 or from the link: https://www.nccommunitycolleges.edu/sites/default/files/basic-pages/workforce-continuing-education/00_fte_enrollment_trends.pdf	Actions Taken: Developed accountability plan for instructors and staff to follow up with students and keep progressing in the program. Future Actions Planned: Continue this effort. Again, due to a significant decrease in prison programs we did not meet our goal.

Continuing Education Division Operational Outcomes Assessment Report

2018-2019

No.	Expected Operational Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Actions Planned
				Expansion of partnerships with community groups will help us grow the program.

Continuing Education Division Operational Outcomes Assessment Report

2019-2020

No.	Expected Operational Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2019-2020	Future Actions Planned
College Goal that your Operational Outcome Supports: Goal 3: Support businesses, industries, and community initiatives through educational services that facilitate economic growth and workforce training				
1	<i>Continued from 2018-2019 with modification</i> Increase CE enrollment in tier 1 and tier 2 programs by 10%.	Workforce CE Annual Report		
2	<i>Continued from 2018-2019</i> Integrate WIOA services into the College to better serve the county – increase clients served by 10%.	WIOA Annual Report		

Continuing Education Division Operational Outcomes Assessment Report

2019-2020

No.	Expected Operational Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2019-2020	Future Actions Planned
3	Continued from 2018-2019 Increase ABE enrollment 10% and retention of students by 10%.	Workforce CE Annual Report		

CE: Business and Industry Services Operational Outcomes Assessment Report

2018-2019

No.	Expected Operational Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Actions Planned
College Goal that your Operational Outcome Supports: Goal 3: Support businesses, industries, and community initiatives through educational services that facilitate economic growth and workforce training				
1	New for 2018-2019 Develop, implement and enroll students in a new Ag based training program.	Informer	NOT MET	Future Actions Planned: Continuing working with CES & SBC to create a value added AG program. Explore new grower short-term class interest with Perdue/Mountaire.

CE: Business and Industry Services Operational Outcomes Assessment Report

2018-2019

No.	Expected Operational Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Actions Planned
				<p>Per customer request, expand Honey Bee program through sustainable ag/heritage craft joint venture.</p> <p>Continue to 2019-2020 with wording modification.</p>
2	<p><i>Carried forward from 17-18, with modification</i></p> <p>Support twelve (12) or more businesses through various avenues to support their training needs. These avenues will include self-support classes, OE classes, business and industry support funded classes, and customized training project funds.</p>	Active Project Spreadsheet	<p>MET</p> <ol style="list-style-type: none"> 1. CSI 2. Paperworks 3. Prestige Mill Works 4. Araco 5. Capel 6. Auria 7. DRR 8. Jordan 9. Starworks 10. McRae 11. Mohawk 12. Wallace Dunn 	<p><u>Future Actions Planned:</u> Continue to 2019-2020</p>

CE: Business and Industry Services Operational Outcomes Assessment Report

2019-2020

No.	Expected Operational Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Actions Planned
College Goal that your Operational Outcome Supports: Goal 3: Support businesses, industries, and community initiatives through educational services that facilitate economic growth and workforce training				
1	<p><i>Continued from 18-19</i> Develop, implement and enroll students in a new Ag based training program.</p> <p>Continuing working with CES & SBC to create a value added ag program.</p> <p>Explore new grower short-term class interest with Perdue/Mountaire.</p> <p>Per customer request expand Honey Bee program through sustainable ag/heritage craft joint venture.</p>	Informer		
2	<p><i>Carried forward from 18-19</i> Support ten (12) or more businesses through various avenues to support their training needs. These avenues will include self-support classes, OE classes, business and industry support funded classes, and customized training project funds.</p>	Active Project Spreadsheet		

CE: Business and Industry Services Operational Outcomes Assessment Report

2019-2020

No.	Expected Operational Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Actions Planned
3	<i>New For 2019-2020</i> Develop Supportive Training opportunities for Town Maintenance	Informer Report Project Report		

CE: Health and Public Safety Programs Operational Outcomes Assessment Report

2018-2019

No.	Expected Operational Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Actions Planned
College Goal that your Operational Outcome Supports: Goal 3: Support businesses, industries, and community initiatives through educational services that facilitate economic growth and workforce training				
1	<i>Continued from 17-18 with modification</i> Increase EMS and EPT (Emergency Services) training FTE by 10%.	Colleague/Informer report	MET Increased registration by 314% 97 registrations in 2017 409 registrations in 2018 Increased FTE by 238% 2.62 FTE 2017 8.85 FTE 2018	Future Actions Planned: We have offered numerous specialty classes under the EPT course prefix and plan to offer more this upcoming year. Will carry this outcome forward to 19-20.
2	<i>Continued from 17-18 with modification</i>	Colleague/Informer report	MET	Actions Taken: Created and offered a 112-hour community paramedic class. The

CE: Health and Public Safety Programs Operational Outcomes Assessment Report

2018-2019

No.	Expected Operational Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Actions Planned
	Develop and enroll students in one new health-related program (Pharmacy Tech - 96 hours or longer).			<p>demand shifted from pharmacy tech to community paramedic. 15 students enrolled in the community paramedic class.</p> <p>Future Actions Planned: Not continuing this outcome.</p>
3	<p><i>New for 2018-2019</i></p> <p>Increase CJC (Law Enforcement) training FTE by 10%.</p>	Colleague/Informer report	<p>NOT MET</p> <p>“CJC” Decreased by 3% 48.97 FTE 2017 47.28 FTE 2018 Increased registration by 18% 1,380 registrations in 2017 1,625 registrations in 2018</p>	<p>Actions Taken: The additional specialty law enforcement courses were offered under the EPT course prefix as opposed to the CJC course prefix.</p> <p>Future Actions Planned: We will look to offer additional specialty classes under the CJC prefix. Not continuing this outcome.</p>
4	<p><i>New for 2018-2019</i></p> <p>EMT BASIC completers will meet or exceed the System Excellence Level of 90.9% for licensure passing rate.</p>	Performance Measure Report	<p>NOT MET</p> <p>57% pass rate</p>	<p>Actions Taken: Coordinated with FirstHealth to ensure we had the most qualified and effective instructors.</p> <p>Future Actions Planned: Will continue to do this for future classes and programming. Will carry this outcome forward to 19-20.</p>

CE: Health and Public Safety Programs Operational Outcomes Assessment Report

2019-2020

No.	Expected Operational Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Actions Planned
College Goal that your Operational Outcome Supports: Goal 3: Support businesses, industries, and community initiatives through educational services that facilitate economic growth and workforce training				
1	<i>Continued from 19-20:</i> Continue to build and increase EMS and EPT (Emergency Services) training/offerings and increase FTE by 10%. (2018 FTE: 8.85)	Colleague/Informer report		
2	<i>New for 2018-2019</i> Develop and enroll students in one new health-related program (Home Health Nurse).	Colleague/Informer report		
3	<i>New for 2018-2019</i> Develop and offer 6 new specialty law enforcement classes. The expectation is that all 6 will have sufficient enrollment to “run” the course. We currently offer 4 specialty classes per year.	Colleague XCES report		
4	<i>Continued from 19-20:</i> EMT BASIC completers will meet or exceed the System Excellence Level of 90.9% for licensure passing rate.	Performance Measure Report		

CE: Heritage Crafts Operational Outcomes Assessment Report

2018-2019

No.	Expected Operational Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Actions Planned
<p>College Goal that your Operational Outcome Supports: Develop and implement instructional programs and student support services, in traditional and distance learning formats, consistent with the assessed needs of the constituent groups in the College's service area and with state, regional, and national standards.</p>				
1	<p><i>New for 2018-2019</i></p> <p>Offer Certificate in Pottery in curriculum</p>	MCC Course Catalog	<p>NOT MET</p> <p>In October 2018, SACSCOC accepted notification that the College would re-open curriculum Pottery by offering a Certificate.</p> <p>The Director of Heritage Crafts resigned his position effective January 3, 2019.</p>	<p><u>Future Actions Planned:</u></p> <p>At present, the Heritage Crafts position is not going to be re-filled.</p> <p>Will not carry this goal forward to 2019-2020.</p> <p>If the College decides to fill the vacant position, new Outcomes will be written.</p>
2	<p><i>New for 2018-2019</i></p> <p>Solidify woodworking class location/offer 3 classes per semester.</p> <p><i>(typically offered only in fall & spring)</i></p>	MCC Course Catalog	<p>NOT MET</p> <p>At least one woodworking class was offered during 2018-2019, but did not make due to lack of interest.</p> <p>The Director of Heritage Crafts resigned his position effective January 3, 2019.</p>	<p><u>Future Actions Planned:</u></p> <p>At present, the Heritage Crafts position is not going to be re-filled.</p> <p>Will not carry this goal forward to 2019-2020.</p> <p>If the College decides to fill the vacant position, new Outcomes will be written.</p>
3	<p><i>New for 2018-2019</i></p> <p>Sustain enrollment in knife-making to pay for the hire of a P/T knife-making instructor.</p>	Informer report.	<p>NOT MET</p> <p>Knife making had only 23 students during 18-19. In fall, 5 knife courses were offered, but only 2 made.</p>	<p><u>Future Actions Planned:</u></p> <p>Hiring a P/T knife-making instructor is not sustainable about this time.</p> <p>Will not carry this goal forward to 2019-2020.</p>

Heritage Crafts Program Outcomes Assessment Report

2019-2020

No.	Expected Operational Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Actions Planned
College Goal that your Operational Outcome Supports: (Goal 1) Develop and implement instructional programs and student support services, in traditional & distance learning formats, consistent with the assessed needs of the constituent groups in the College's service area and with state, regional and national standards. (Goal 3) Support businesses, industries, and community initiatives through educational services that facilitate economic growth and workforce training.				
1	<i>Continued from 2018-19:</i> Offer a Certificate in Curriculum Pottery.	MCC Catalog		
2	<i>New for 2019-2020:</i> Increase FTE by 10% over last year.	Informer Report		

CE: NRA Short Term Courses Program Outcomes Assessment Report

2018-2019

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Action Plan
College Goal that your Program Outcome Supports: Develop and implement instructional programs and student support services, in traditional and distance learning formats, consistent with the assessed needs of the constituent groups in the College's service area and with state, regional, and national standards.				
1	<i>New for 2018-2019</i> Add 3-4 new NRA classes Directed toward the Contemporary long rifle demographic.	Informer report	NOT MET	<u>Actions Taken:</u> I went to the CLA show in KY to find instructors. I have several talented gunsmiths interested in teaching. However, we could not come to an agreement before the schedule release date for this year. <u>Future Actions Planned:</u> We will carry this goal forward to 2019-2020
2	<i>New for 2018-2019</i> Restructure the NRA room into a more viable workspace to host NRA classes.	Picture documentation from Director.	MET	<u>Actions Taken:</u> I have reorganized the room to make it more functional. I would like to continue slowly adding improvements to this space. <u>Future Actions Planned:</u> We will carry this goal forward to 2019-2020
3	<i>New for 2018-2019</i> Collaborate with Vice President of Instruction and Dean of Commercial Technologies to look for	Informer Report or other report showing enrollment in a 16-week CU MEG course by short-term CE persons.	MET	<u>Actions Taken:</u> We are looking to add a stronger engraving presence to the NRA schedule in the future. Discussion occurred in '18-'19. Current

CE: NRA Short Term Courses Program Outcomes Assessment Report

2018-2019

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Action Plan
	and utilize synergies that can be developed between CU Metal Engraving and CE offerings.			market will not support more Engraving NRA courses. <u>Future Actions Planned:</u> Will not continue this goal at this time.
4	<i>New for 2018-2019</i> Program Facilitator for Short-Term GSM courses look for short-term, perhaps NRA related MEG offerings that specific target markets (high-end purchasers of guns) would be interested in attending. The Program Facilitator for Short-Term GSM courses would report out on his research concerning same, including proposed marketing methods, to the Vice President of Instruction and Dean of Continuing Education.	Email from Vice President of Instruction confirming receipt of report.	MET	<u>Actions Taken:</u> I have spoken to several magazine writers, Youtubers and social media personalities. In addition, we are looking to Team with Brownells social media department. I am also working on a long rifle conference at the school and a school podcast. In addition, we attended the southern side-by-side classic to give a speech about our program. <u>Future Actions Planned:</u> Will carry this goal forward TO '19-'20 to track continued work on implantation.
5	<i>New for 2018-2019</i> The Program Facilitator for Short-term GSM courses will explore additional options for the Metal	Email from Vice President of Instruction confirming receipt of report.	MET	<u>Actions Taken:</u> I met with laser engraver manufacturers at SHOT show to discuss the schools needs and budget. Findings were that a machine with the capabilities that

CE: NRA Short Term Courses Program Outcomes Assessment Report

2018-2019

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Action Plan
	Engraving curriculum program including laser engraving, and will report out on his findings to the Dean of Commercial Technologies and the Vice President of Instruction.			<p>we need would be \$40,000 or more. VP of instruction has requested further exploration to see if there is a more budget friendly option.</p> <p><u>Future Actions Planned:</u> Will carry this goal forward TO '19-'20.</p>

CE: NRA Short Term Courses Program Outcomes Assessment Report

2019-2020

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Action Plan
<p>College Goal that your Program Outcome Supports: Develop and implement instructional programs and student support services, in traditional and distance learning formats, consistent with the assessed needs of the constituent groups in the College's service area and with state, regional, and national standards.</p>				
1	<p><i>Continued from 2018-2019:</i></p> <p>Restructure the NRA room into a more viable workspace to host NRA classes.</p>	<p>Picture documentation from Director.</p>		
2	<p><i>Continued from 2018-2019:</i></p> <p>Program Facilitator for Short-Term GSM courses look for short-term, perhaps NRA related MEG offerings that specific target markets (high-end purchasers of guns) would be interested in attending. The Program Facilitator for Short-Term GSM courses would report out on his research concerning same, including proposed marketing methods, to the Vice President of Instruction and Dean of Continuing Education.</p>	<p>Email from Vice President of Instruction confirming receipt of report.</p>		

CE: NRA Short Term Courses Program Outcomes Assessment Report

2019-2020

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Action Plan
3	<p><i>Continued from 2018-2019:</i></p> <p>Add 3-4 new NRA classes Directed toward the Contemporary long rifle demographic.</p>	Informer report		
4	<p><i>Continued from 2018-2019:</i></p> <p>The Program Facilitator for Short-term GSM courses will explore additional options for the Metal Engraving curriculum program including laser engraving, and will report out on his findings to the Dean of Commercial Technologies and the Vice President of Instruction.</p>	Email from Vice President of Instruction confirming receipt of report.		

College & Career Readiness Program Operational Outcomes Assessment Report

2018-2019

No.	Expected Operational Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Actions Planned
<p>College Goal that your Operational Outcome Supports: (1) Develop and implement instructional programs and student support services, in traditional and distance learning formats, consistent with the assessed needs of the constituent groups in the College's service area and with state, regional and national standards. (3) Support businesses, industries, and community initiatives through educational services that facilitate economic growth and workforce training.</p>				
1	<p><i>Continued from 17-18</i> Increase CCR enrollment of:</p> <ul style="list-style-type: none"> a) ESL students b) All other non-ESL students 	System Data Reports (including but not limited to Colleague and Informer)	<p>NOT MET 2017-18 Total Enrollment: 217 ESL: 25 Non-ESL: 192</p> <p>2018-19 Total Enrollment: 113 ESL: 23 Non-ESL: 90</p>	<p>Future Actions Planned: Partner with MCS to establish the Motherhead (ELL) program in each elementary school.</p> <p>Re-enter Southern Correction to teach CCR classes.</p> <p>Will carry this goal forward to 2019-2020.</p>
2	<p><i>Continued from 17-18</i> Increase CCR FTE of:</p> <ul style="list-style-type: none"> a) ESL students b) All other non-ESL students 	System Data Reports (including but not limited to Colleague and Informer)	<p>NOT MET 2017-18 FTE: 30 2018-19 FTE: 11</p>	<p>Future Actions Planned: Increase attendance with Southern Correction students.</p> <p>Work with Instructors to maximize student numbers in each class.</p> <p>Will carry this goal forward to 2019-2020.</p>
3	<p><i>Continued from 17-18</i> An overall average of 40% of students will progress as defined by the System Office total average for Measureable Skills Gains</p>	System Data Reports (including but not limited to Colleague and Informer)	<p>MET System Office results show we have met the required Measureable Skills Gains as defined by the System Office.</p>	<p>Future Actions Planned: More refined data reporting will be in place through Table 4 and 4B reporting.</p>

College & Career Readiness Program Operational Outcomes Assessment Report

2018-2019

No.	Expected Operational Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Actions Planned
4	New for 2018-2019 The CCR Basic Skills program will have a retention rate of 65%.	Basic Skills Reports	NOT MET To date, retention rate of students is only 59% due to turnover within the department.	<u>Future Actions Planned:</u> Retention numbers will increase with increased attendance at Southern Corrections. Basic Skill Plus students will be required to attend until they graduate from the Basic Skills program. Will carry this goal forward to 2019-2020.
5	New for 2018-2019 The CCR Basic Skills program will have a completion rate of 45%.	Basic Skills Reports	NOT MET Completion rate is only 13% due to turnover within the department.	<u>Future Actions Planned:</u> Administrative Assistant will take on a more active role in retention and completion of students. Instructors will assume more responsibility in student completion rates through call logs. Will carry this goal forward to 2019-2020.
6	New for 2018-2019 The CCR Basic Skills program will have a progression rate of 58%.	Basic Skills Reports	NOT MET Current progression rate has increased from 35% to 42% but still has not reached expected progression rate of 58%	<u>Future Actions Planned:</u> Classes will be geared with Measurable Skills Gains and Periods of Participation deadlines in mind.

College & Career Readiness Program Operational Outcomes Assessment Report

2018-2019

No.	Expected Operational Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Actions Planned
				Instructors will receive Professional Development on the importance of MSGs per POP and how to create lesson plans that foster progression. Will carry this goal forward to 2019-2020.
7	New for 2018-2019 100% of the CCR Basic Skills instructors will participate in training and professional development on student engagement & instructional methodology. Each instructor will receive a minimum of 4 to 6 hours of training.	Basic Skills Department record of training offered, and record of all instructors participation	MET All Instructors have completed their CORE accreditation through Appalachian State as of May 7, 2019.	<u>Future Actions Planned:</u> New Instructors will begin training in the new Professional Development cycle in the Fall semester. Professional Development training will be required at the beginning of each semester.
8	New for 2018-2019 100% of the CCR Basic Skills instructors will maintain a log of students not attending – and will record the contacts made to re-engage absentee students.	Basic Skills Department log of absentee students and contacts made to re-engage.	MET 100% of CCR Basic Skills instructors are required to turn in a monthly log of students not attending and their efforts to re-engage. A minimum of three attempts must be made after two consecutive absences.	<u>Future Actions Planned:</u> Instructors will coordinate with the Administrative Assistant for assistance with re-engagement. A more personalized form of instruction and progression will be initialized to help with student engagement.

College & Career Readiness Program Operational Outcomes Assessment Report

2018-2019

No.	Expected Operational Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Actions Planned
9	<p>New for 2018-2019</p> <p>The CCR Coordinator will write a plan to target at-risk students and intervention strategies and submit it to the Dean of Continuing Education and Vice President of Instruction for approval to implement.</p>	Written plan on at-risk student engagement and intervention.	<p>NOT MET</p> <p>A plan of action has been discussed and implemented with the Dean of Continuing Education but not to the Vice President.</p>	<p>Future Actions Planned:</p> <p>The Director will write down the plan discussed with the Dean of Continuing Education and present to the Vice President of Instruction for approval.</p> <p>Will carry this goal forward to 2019-2020.</p>

College and Career Readiness Program Operational Outcomes Assessment Report

2019-2020

No.	Expected Operational Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Actions Planned
<p>College Goal that your Operational Outcome Supports: (1) Develop and implement instructional programs and student support services, in traditional and distance learning formats, consistent with the assessed needs of the constituent groups in the College's service area and with state, regional and national standards. (3) Support businesses, industries, and community initiatives through educational services that facilitate economic growth and workforce training.</p>				
1	<p><i>Continued from 18-19:</i></p> <p>Increase CCR enrollment of:</p> <ul style="list-style-type: none"> c) ELL students d) All other non-ELL students 	System Data Reports (including but not limited to Colleague and Informer)		

College and Career Readiness Program Operational Outcomes Assessment Report

2019-2020

No.	Expected Operational Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Actions Planned
2	<i>Continued from 18-19:</i> Increase CCR FTE of: c) ELL students d) All other non-ELL students	System Data Reports (including but not limited to Colleague and Informer)		
3	<i>Continued from 18-19:</i> The CCR Basic Skills program will have a retention rate of 65%.	Table 4 and 4B Reports in Colleague		
4	<i>Continued from 18-19:</i> The CCR Basic Skills program will have a completion rate of 45%.	Table 4 and 4B Reports in Colleague		
5	<i>Continued from 18-19:</i> The CCR Basic Skills program will have a progression rate of 58%.	Table 4 and 4B Reports in Colleague		
6	<i>Continued from 18-19:</i> The CCR Coordinator will write a plan to target at-risk students and intervention strategies and submit it to the Dean of Continuing Education and Vice President of Instruction for approval to implement.	Written plan on at-risk student engagement and intervention.		

No.	Expected Operational Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Actions Planned
<p>College Goal that your Operational Outcome Supports: (3) Support businesses, industries, and community initiatives through educational services that facilitate economic growth and workforce training. (5) Develop, and manage human, financial, and infrastructure resources essential to fiscal stability and meeting student and community needs. (6) Consistent with accrediting standards and the College mission, engage in ongoing, systematic institutional planning and evidence-based assessment, resulting in continuous quality improvement and institutional effectiveness.</p>				
1	<p><i>New for 2018-2019:</i></p> <p>To increase and sustain Partners & Partnerships Within the Montgomery County NCWorks Career Center. (Located on the Campus of MCC) IE; 1. DSS / 2. Troy Housing Authority/ 3.MCC/ 4. NCBA/ 5.NEX Gen Youth Program</p>	Montgomery County Community Resource Guide & MCC Workforce Development Center.	<p>MET</p> <p>All partners have scheduled times that they host office hours at the Workforce Development Center. Additionally, all have attended Montgomery County's NC Works Partners Meeting.</p>	<p>Future Actions Planned:</p> <p>Continue to increase and sustain partnerships as part of the mission rather than a goal.</p> <p>Not carrying forward to 2019-2020.</p>
2	<p><i>New for 2018-2019:</i></p> <p>To increase & sustain enrollment within the Montgomery County WIOA Adult & Dislocated Worker Programs.</p>	NCWorks Online System	<p>MET</p> <p>Assessment Results:</p> <p>Served <u>20 WIOA participants</u> 2016-2017. Served <u>34 WIOA participants</u> 2017-2018. Served <u>46 WIOA participants</u> 2018-2019.</p>	<p>Future Actions Planned:</p> <p>Dean of Continuing Education will work with the new Career Center Director to review and write 2019-2020 OARs.</p> <p>This goal is being carried forward to 2019-2020.</p>
3	<p><i>New for 2018-2019:</i></p> <p>To Progress with the ISD Center Model within the MCC Workforce Development Center.</p>	Workforce Development Center (Dean Of Continuing Education)	<p>NOT MET</p> <p>NC Works Partners were not fully integrated into all functions of the center during 2018-2019.</p>	<p>Future Actions Planned:</p> <p>Continue to execute the integrated service delivery approach as a function of the Center, but remove as a goal. Not carrying forward to 2019-2020.</p>

NCWorks

Operational Outcomes Assessment Report

2019-2020

No.	Expected Operational Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Actions Planned
<p>College Goal that your Operational Outcome Supports: (3) Support businesses, industries, and community initiatives through educational services that facilitate economic growth and workforce training. (5) Develop, and manage human, financial, and infrastructure resources essential to fiscal stability and meeting student and community needs. (6) Consistent with accrediting standards and the College mission, engage in ongoing, systematic institutional planning and evidence-based assessment, resulting in continuous quality improvement and institutional effectiveness.</p>				
1	<p><i>New for 2019-2020:</i></p> <p>Deliver 2 employability workshops/HRD classes, with adequate enrollment, to better prepare students and citizens of Montgomery County for the workforce.</p>	Colleague and Informer Report		
2	<p><i>New for 2019-2020:</i></p> <p>Register 6 new On-the-Job-Training (OJT) contracts with local employers.</p>	NCWorks Online System		
3	<p><i>Carried forward from 18-19:</i></p> <p>Increase enrollment within the Montgomery County WIOA Adult and Dislocated Worker programs by 10%. 2018-19 Enrollment: 46 2019-20 Enrollment Goal: 51</p>	NCWorks Online System		

Small Business Center Program Outcomes Assessment Report

2018-2019

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Action Plan
College Goal that your Program Outcome Supports: Support businesses, industries, and community initiatives through educational services that facilitate economic growth and workforce training.				
1	<i>Continued from 17-18</i> Meet Annual SBCN Goals <ul style="list-style-type: none"> - # of Clients (45) - # of counseling hours (160) - # of seminars hosted (70) - # of seminar attendees (300) 	SBCN Annual Report	NOT MET Actuals from 17-18 <ul style="list-style-type: none"> - # of clients (25) - # of counseling hours (86) - # of seminars hosted (48) - # of seminar attendees (235) 	Future Actions Planned: Improve efforts to reach annual SBCN goals and initiatives by offering established days for counseling and consultation and by offering more summits to benefit community, as well as bring in larger numbers. Will carry this outcome forward to 19-20.
2	<i>New Goal 18-19</i> Offer more Agriculture oriented seminars and events to meet the focus of county educational goals. Large push from the Montgomery County Board of Education with the development of the new high school to increase Agriculture and Agribusiness offerings in educational settings. Offering REAL Ag activities to students of all ages, and entrepreneurs in the	Client Management System for attendee data. Student evaluations for value of content covered.	MET <ol style="list-style-type: none"> 1. Offered the Uwharrie Agribusiness Summit on October 24, 2018 in partnership with Stanly Community College 2. The Agribusiness Summit was marketed to current or prospective entrepreneurs across Montgomery and Stanly county, agriculture students at East and West Montgomery 3. REAL activity was held during the summit to test attendee knowledge on marketing their 	Future Actions Planned: Will work on collaborating with outside sources within county to reach Montgomery County farmers and help encourage the youth to consider agribusiness in their future. Offer a more tailored series for farmers with Carolina Farm Credit to fine tune agrifinance and explore the benefits of agritourism.

Small Business Center Program Outcomes Assessment Report

2018-2019

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Action Plan
	<p>county. Offer an Agribusiness Summit for entrepreneurs in county with partnership with other community colleges to reach a larger group of ag entrepreneurs.</p> <p>*REAL- Rural Entrepreneurship through Action Learning*</p>		<p>farm to the public. Seminar titled: Lunch & REAL</p> <ol style="list-style-type: none"> 4. Seminars held: Using Agritourism and Local Markets to Diversify Your Farm Income, How to Start a New Agribusiness, Getting Ready for Crowdfunding, Grants, & Financing, Make an Offer They Can't Refuse, Social and Online Media for Food & Farm Businesses, Rules & Regulations by NCDA 1 & 2 5. East Montgomery High School Agriculture classes were able to skype in and attend the summit. 6. Summit evaluations were reviewed – great reviews – can be provided by request 	
3	<p><i>Continued from 17-18</i></p> <p>Honor the NACCE President's Pledge for Entrepreneurship to grow and foster support college wide and in the community for entrepreneurship</p>	<p>Evidence of Entrepreneurship Activities by the SBC and/or Innovation and Job Creation Activities by the SBC</p>	<p>MET</p> <p>There are five action steps we believe are crucial for community colleges to advance entrepreneurship in their communities:</p> <ol style="list-style-type: none"> 1. Create or Expand Internal & External Teams Dedicated to Entrepreneurship 2. Increase Entrepreneurs' Engagement in Community Colleges 3. Engage in Industry Cluster Development 	<p>Future Actions Planned:</p> <p>Will be implementing summits to nurture NACCE pledge. Summits will connect with MCC curriculum programs, as well as continuing education programs. Open to public and surrounding counties. Will maintain board affiliation and continue to harbor great relationships to increase MCC's entrepreneurial action within the community. Planning to attend 2019 NACCE Conference to fully</p>

Small Business Center Program Outcomes Assessment Report

2018-2019

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Action Plan
			<p>4. Leverage Both Community College and Community Assets to Spur Innovation and Job Creation</p> <p>5. Create Buzz and Broad Exposure of your College's Commitment to Entrepreneurship</p> <p>Please see the following (hard to measure directly):</p> <ol style="list-style-type: none"> Growing partnerships with Boards like the TDA, Market Montgomery (Chamber of Commerce), Main Street Board etc. Expanding those teams by sitting on the board and having that presence brings awareness to those organizations to include entrepreneurship as a focus and to ensure that their mission and goals are supportive of this in the county as a whole. Offering a Gunsmithing Summit and a Craft Summit to support this initiative. By default, this is the goal and mission of the SBC so as long as we are offering seminars and such, we are supporting 	<p>engage in the organization to bring creative ideas to benefit our mission and pledge.</p> <p>Will carry this outcome forward to 19-20.</p>

Small Business Center Program Outcomes Assessment Report

2018-2019

No.	Expected Program Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Action Plan
			<p>this. True growth would be measured by a gain in clients and/or attendees because larger client/attendee numbers means more entrepreneurs are engaged in the community college.</p> <p>3. Industry Cluster development: attending Chamber meetings, TDA meeting, and the NCCCAEA Board. The SBC Director being aware of industry clusters allows us to target our seminars around these in our community, such as the Agribusiness Summit - this is a great example!</p> <p>4. Working with the Main Street Board, and Small Business Saturday would both be good examples of this.</p> <p>Small Business Saturday, as would having an active social media presence. SBC initiated a drawing last year where everyone that completed an impact survey was entered into a drawing for a gift card, partnering with local businesses, such as The Mercantile to promote events, working with Mark Scott on marketing the chamber of commerce.</p>	

Small Business Center Operational Outcomes Assessment Report

2019-2020

No.	Expected Operational Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Actions Planned
College Goal that your Operational Outcome Supports: Support businesses, industries, and community initiatives through educational services that facilitate economic growth and workforce training.				
1	<i>Continued from 18-19</i> Meet Annual SBCN Goals <ul style="list-style-type: none"> - # of Clients (30) - # of counseling hours (135) - # of seminars hosted (45) - # of seminar attendees (300) 	SBCN Annual Report		
2	New Goal 19-20 Offer Outdoor Recreational Small Business seminars and events to meet the needs of the county. Montgomery County has a high focus on tourism and outdoor recreation is a huge driver of tourism. The county is in dire need of outdoor recreational businesses to tap into the many resources of the Uwharrie National Forest. The SBC will offer a Receptreneur Summit in partnership with local organizations and current	Client Management System for attendee data. Student evaluations for value of content covered.		

Small Business Center Operational Outcomes Assessment Report

2019-2020

No.	Expected Operational Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Actions Planned
	outdoor recreational businesses to inform and teach prospective entrepreneurs that outdoor recreation businesses are needed and can be done.			
3	<i>Continued from 18-19</i> Honor the NACCE President's Pledge for Entrepreneurship to grow and foster support college wide and in the community for entrepreneurship.	Evidence of Entrepreneurship Activities by the SBC and/or Innovation and Job Creation Activities by the SBC		

Administrative Services Operational Outcomes Assessment Report

2018-2019

No.	Expected Operational Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Action Plan
College Goal that your Operational Outcome Supports: Develop, and manage human, financial, and infrastructure resources essential to fiscal stability and meeting student and community needs.				
1	<i>Continued from 17-18</i> 100% of the College's fixed asset equipment will be accounted for annually. <i>(Purchasing / Fixed Asset)</i>	Measured by annual fixed asset equipment inventory results.	NOT MET Three (3) items of the College's fixed asset equipment were not accounted for in 2019.	Actions Taken: Fixed Asset Form in Etrieve utilized to update fixed asset locations in Colleague. Future Actions Planned: Continue utilizing the Fixed Asset Form in Etrieve to maintain equipment location. During renovations, each department should secure all equipment in the area. Carrying this goal forward to 2019-2020.
2	<i>Continued from 17-18</i> The College will attain 100% barcode scanning capability of fixed asset equipment. <i>(Purchasing / Fixed Asset)</i>	Measured by total amount of fixed asset equipment inventory tags that require replacement with a barcode tag.	NOT MET Older fixed asset equipment tags have been replaced with barcode tags. Scanner set-up and training has been requested, but has not been performed by NCCCS.	Actions Taken: Fixed Asset Coordinator has replaced older fixed asset equipment tags. Fixed Asset Coordinator requested set-up and training in May 2018 (HDT 077066) and again in February 2019 (INC0011680) Future Actions Planned: Fixed Asset Coordinator will continue to wait for the scanner set-

Administrative Services

Operational Outcomes Assessment Report

2018-2019

No.	Expected Operational Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Action Plan
				up and training to be scheduled by NCCCS. Carrying this goal forward to 2019-2020.
3	<i>Continued from 17-18</i> The College will attain zero (0) audit findings by complying with the State's Purchasing Guidelines in utilizing the North Carolina e-Procurement System, State Contracts, and solicitation documents. <i>(Purchasing/Procurement)</i>	Measured by North Carolina Community College System audit results.	NOT MET No audit conducted in 2018-2019.	<u>Future Actions Planned:</u> Continue to utilize the NC E-Procurement System and NC State Term Contracts for the majority of goods and services. Utilize the State's solicitation documents when required. Continue to prepare for the next audit. Carrying this goal forward to 2019-2020.
4	<i>Continued from 17-18</i> The College will attain an average of 10% procurement of goods and services utilizing HUB Vendors. <i>(Purchasing/Procurement)</i>	Measured by quarterly HUB Reports.	NOT MET 1 st Quarter – 0.48% 2 nd Quarter – 2.29% 3 rd Quarter – 16.63% 4 th Quarter – 3.72%	<u>Actions Taken:</u> Purchasing Agent utilized HUB vendors for the procurement of goods and services in an effort to increase the average of procurement of goods and services when a HUB vendor offers the same goods and services as the end user's vendor choice. Often there is not a HUB vendor option. <u>Future Actions Planned:</u>

Administrative Services Operational Outcomes Assessment Report

2018-2019

No.	Expected Operational Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Action Plan
				Continue to utilize HUB vendors when applicable. Carrying this goal forward to 2019-2020.
5	<i>Continued from 17-18</i> A Controller will be hired in the Business Office. <i>(Business Office)</i>	An employment contract will be issued if approved and hired.	MET Controller hired in November 2018 to supervise Accounts Payable, Accounts Receivable and Accountant.	<u>Future Actions Planned:</u> Controller will attend trainings offered by NCCCS on financial statement preparation, capital improvement processes and budgeting. Not carrying this goal forward.
6	<i>Continued from 17-18</i> 100% students, employees and community patrons will comply with procedures during fire and tornado drills. <i>(Safety)</i>	Measured by tracking Fire and Tornado Drill times with listed comments of compliance/non-compliance.	NOT MET During drills, several persons refused to comply with instructions. Also due to scheduling conflicts, not as many drills as needed could be performed.	<u>Future Actions Planned:</u> Will remind Faculty/staff/students of the importance of drills and steps to take during drills. Will work with campus schedules to find times drills are best practiced. Carrying this goal forward to 2019-2020.
7	<i>New for 18-19</i> The College will implement the use of access control on all building main entrance doors. Install system and software for	Measured by documentation of installations.	NOT MET Budgetary factors required this project to be scheduled for a later date.	<u>Future Actions Planned:</u> Keep working with VP of Admin to find monies for the project. Carrying this goal forward to 2019-2020.

Administrative Services Operational Outcomes Assessment Report

2018-2019

No.	Expected Operational Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Action Plan
	card/fob distribution and monitoring. <i>(Security)</i>			
8	<i>Continued from 17-18</i> Continue energy saving efforts to consist of implementation of LED lighting across campus. At this time, approximately 10% of campus has LED lighting. Increase this by 10%. <i>(Facilities)</i>	Measured by documentation of LED applications & installations.	MET To date 354 lights/tubes have been changed out to LED with rebates from Duke Energy totaling \$876.	Future Actions Planned: Continue to switch to LED when possible as lighting needs changing. Carrying this goal forward to 2019-2020.
9	<i>Continued from 17-18</i> HR Department will continually update and utilize the electronic filing system. E-Trieve has been implemented; HR will continue to move toward getting all files and records scanned and filed accordingly. <i>(Human Resources)</i>	Measured by benchmark phases (i.e. implementation, training, testing, going live, etc.)	Partially Met E-trieve has been implemented, tested and is now live for electronic filing.	Future Actions Planned: HR Department will continue to utilize E-Trieve and continue to move toward getting all files/records scanned and/or filed within regulation. Carrying this goal forward to 2019-2020.
10	<i>Continued from 17-18</i> HR Department will continually implement the new Self-Service Platform that will allow electronic	Measured by benchmark phases (i.e. implementation, testing, going live, etc.).	Partially Met Self-Service has been implemented and is in the testing phase currently for Web-Time Entry. Employee Driven Changes have been tested and are live	Future Actions Planned: HR Department will continue to utilize Self-Service and continue to move forward with Web-Time Entry testing.

Administrative Services Operational Outcomes Assessment Report

2018-2019

No.	Expected Operational Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Action Plan
	time keeping and employee driven changes and/or revisions (i.e. address changes, emergency contact information, etc.). <i>(Human Resources)</i>		which includes updating addresses and banking information.	Carrying this goal forward to 2019-2020.
11	<i>New for 18-19</i> HR Department will implement a written procedure regarding onboarding New Hires more efficiently to eliminate discrepancies and allow New Hires to transition into their new position with ease of access. <i>(Human Resources)</i>	Measured by benchmark phases (i.e. proposal, approval, establishment of on-boarding procedure, Hiring Managers are notified of new available resource).	Partially Met Once a Personnel Handbook is complete (outcome #12), we can move forward with completing goal of implementing a new onboarding procedure.	<u>Future Actions Planned:</u> HR Department will continue to implement said written procedure. Carrying this goal forward to 2019-2020.
12	<i>New for 18-19</i> HR Department will begin to establish and create a Personnel Handbook that will allow employees easy access to MCC Personnel Policies. <i>(Human Resources)</i>	Measured by benchmark phases (i.e. proposal, approval, establishment of Personnel Handbook, employees are notified of new available resource).	Partially Met The new MCC Board Policy Manual has been approved for revision. The Personnel section is currently being re-written.	<u>Future Actions Planned:</u> HR Department will continue to review current policies and make necessary revisions for approval. Carrying this goal forward to 2019-2020.
13	<i>New for 18-19</i>	The FY2017-18 Financial Audit report will indicate any findings.	MET The financial audit was conducted by the Office of State Auditors and	<u>Future Actions Planned:</u> As a result of having no findings, another audit is not required until 2021 for the FY2019-20.

Administrative Services Operational Outcomes Assessment Report

2018-2019

No.	Expected Operational Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Action Plan
	The College will report zero financial findings for the 2017-18 fiscal year.		reported no findings for the FY2017-18.	Not carrying this goal forward.
14	<i>Continued from 17-18</i> All budget managers utilize self-service that allows individuals to access departmental budget reports showing budget, expenditures to date and unencumbered balances – and more options downloading and drilling down. This process will alleviate distributing copies.	Self-service budget reports available in WebAdvisor	MET All budget managers have access to self-service.	Future Actions Planned: Continue to educate budget managers on use of self-service to obtain budget information. Carrying this goal forward to 2019-2020.
15	<i>New for 2018-2019</i> Campus security personnel will increase visibility and interaction with faculty, staff and students. ²	Improved MCC employee survey comments; documented visibility & interaction	MET We have more employees this year that are happier with Campus Security than last year. Employee Survey Results – “Campus Security is meeting the needs of the students and MCC employees.” 2018 – 55% agreed / 32.5% disagreed 2019 – 76% agreed / 10% disagreed	Future Actions Planned: Extended hours of part-time evening security. Carrying this goal forward to 2019-2020.

² Identified as a top concern on the 2018 MCC Survey.

Administrative Services Operational Outcomes Assessment Report

2019-2020

No.	Expected Operational Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Action Plan
College Goal that your Operational Outcome Supports: Develop, and manage human, financial, and infrastructure resources essential to fiscal stability and meeting student and community needs.				
1	<i>Continued from 18-19</i> 100% of the College's fixed asset equipment will be accounted for annually. <i>(Purchasing / Fixed Asset)</i>	Measured by annual fixed asset equipment inventory results.		
2	<i>Continued from 18-19</i> The College will attain 100% barcode scanning capability of fixed asset equipment. <i>(Purchasing / Fixed Asset)</i>	Measured by total amount of fixed asset equipment inventory tags scanned.		
3	<i>Continued from 18-19</i> The College will attain zero (0) audit findings by complying with the State's Purchasing Guidelines in utilizing the North Carolina e-Procurement System, State Contracts, and solicitation documents. <i>(Purchasing/Procurement)</i>	Measured by North Carolina Community College System audit results.		
4	<i>Continued from 18-19</i> The College will attain an average of 10%	Measured by quarterly HUB Reports.		

Administrative Services

Operational Outcomes Assessment Report

2019-2020

No.	Expected Operational Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Action Plan
	procurement of goods and services utilizing HUB Vendors. <i>(Purchasing/Procurement)</i>			
5	<i>Continued from 18-19</i> 100% students, employees and community patrons will comply with procedures during fire and tornado drills. <i>(Safety)</i>	Measured by using Fire and Tornado Drill Time Sheets with listed comments of compliance/non-compliance.		
6	<i>Continued from 18-19</i> The College will implement the use of access control on all building main entrance doors. Install system and software for card/fob distribution and monitoring. <i>(Security)</i>	Measured by documentation of installations.		
7	<i>Continued from 18-19</i> Continue energy saving efforts to consist of implementation of LED lighting across campus. At this time, approximately 15% of campus has LED lighting. Increase this by 10%. <i>(Facilities)</i>	Measured by documentation of LED applications & installations.		

Administrative Services Operational Outcomes Assessment Report

2019-2020

No.	Expected Operational Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Action Plan
8	<p><i>Continued from 18-19</i></p> <p>HR Department will continually update and utilize the electronic filing system. E-Trieve is now live; HR will continue to move toward getting all files and records scanned and filed within regulation. <i>(Human Resources)</i></p>	Measured by benchmark phases (i.e. implementation, training, testing, going live, etc.)		
9	<p><i>Continued from 18-19</i></p> <p>HR Department will continue to test the Self-Service Platform that will allow electronic time keeping through Web-Time Entry. <i>(Human Resources)</i></p>	Measured by benchmark phases (i.e. <i>implementation</i> , training, testing, going live, etc.)		
10	<p><i>Continued from 18-19</i></p> <p>HR Department will implement a written procedure regarding on-boarding New Hires more efficiently to eliminate discrepancies and allow New Hires to transition into their new position with ease of access. <i>(Human Resources)</i></p>	Measured by benchmark phases (i.e. proposal, approval, establishment of on-boarding procedure, Hiring Managers are notified of new available resource).		

Administrative Services

Operational Outcomes Assessment Report

2019-2020

No.	Expected Operational Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Action Plan
11	<p><i>(Continued from 18-19)</i></p> <p>HR Department will begin to establish and create a Personnel Handbook that will allow employees easy access to MCC Personnel Policies. <i>(Human Resources)</i></p>	Measured by benchmark phases (i.e. proposal, approval, establishment of Personnel Handbook, employees are notified of new available resource).		
12	<p><i>(Continued from 18-19)</i></p> <p>Continue to educate all budget managers to utilize self-service that allows individuals to access departmental budget reports showing budget, expenditures to date and unencumbered balances – and more options downloading and drilling down. This process will alleviate distributing copies. <i>(Business Office)</i></p>	Self-service budget reports available in WebAdvisor.		
13	<p><i>(New for 19-20)</i></p> <p>Business Office personnel will ensure cross training among all positions, expanding to HR/payroll and purchasing functions. <i>(Business Office)</i></p>	Measured by benchmark phases (i.e. written procedures and training)		

Administrative Services Operational Outcomes Assessment Report

2019-2020

No.	Expected Operational Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Action Plan
14	<i>(New for 19-20)</i> Business Office personnel will implement procedures to eliminate multiple paper copies, utilizing E-trieve software. <i>(Business Office)</i>	Measured by printing less copies for filing and utilizing E-trieve to be the sole source for records retention.		
15	<i>(Continued from 18-19)</i> Campus security personnel will increase visibility and interaction with faculty, staff and students. ³	Improved MCC employee survey comments; documented visibility & interaction		

³ Identified as a top concern on the 2018 and 2019 MCC Survey.

Student Services Operational Outcomes Assessment Report

2018-2019

No.	Expected Operational Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Actions Planned
College Goal that your Operational Outcome Supports:				
Goal 1: Develop and implement instructional programs and student support services, in traditional and distance learning formats, consistent with the assessed needs of the constituent groups in the College's service area and with state, regional, and national standards.				
Goal 5: Develop, and manage human, financial, and infrastructure resources essential to fiscal stability and meeting student and community needs.				
1	<i>Continued from 2017-18</i> Streamline advising and registration. ⁴	Gather information to determine the best type of advising system feasible for MCC (remain with prescriptive advising or change to intrusive advising?)	NOT MET Student Success committee was formed in March 2019. The committee discussed the use of Success Coaches as on-boarding advisors to new students. The use of Success Coaches will be tied in with the implementation of Aviso early alert software.	<u>Future Actions Planned:</u> Carrying this outcome forward to 2019-2020.
2	<i>Continued from 2017-18</i> Implement an alert system for potential dropouts. ⁵	Existence of functioning early alert system	NOT MET MCC was awarded a grant through the Minority Male Success Initiative for the purchase and implementation of Aviso early alert software. Discussions about the purchase and implementation timeline and process are taking place at the NCCC System Office level.	<u>Future Actions Planned:</u> Carrying this outcome forward to 2019-2020. Awaiting purchase and implementation details from NCCCS.
3	<i>Continued from 2017-18</i> Recruiting materials will be revised to reflect a fresh, new look.	Copies of new recruiting materials	MET The PIO has developed new program brochures. The Director of Enrollment has revised materials that are distributed to prospects and to students.	<u>Future Actions Planned:</u> Not carrying this outcome forward to 2019-2020.
4	<i>New for 2018-2019</i> Implement electronic transcript service for students through National Student Clearinghouse.	Gather data to determine establishment and use of electronic transcript service	NOT MET	<u>Future Actions Planned:</u> Carrying this outcome forward to 2019-2020.

⁴ The Employee survey conducted in May 2016 and 2017 identified advising and registration concerns. The Student Satisfaction Survey conducted in fall 2017 also identified student concerns for this same area.

⁵ The Employee survey conducted in May 2016 identified concerns about the College's alert system for potential dropouts.

Student Services Operational Outcomes Assessment Report

2018-2019

No.	Expected Operational Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Actions Planned
5	<p><i>New for 2018-2019</i></p> <p>A minimum of 50% of the curriculum student files housed in the records vault will be scanned into the Etrieve system.</p>	Gather data to determine amount of files scanned	<p>NOT MET</p> <p>Great progress has been made in scanning these files, but we have scanned probably closer to 30% of the student files at this point. Performing the quality control process has proven to be more time-consuming than the actual scanning process.</p>	<p><u>Future Actions Planned:</u></p> <p>Carrying this outcome forward to 2019-2020.</p>
6	<p><i>New for 2018-2019</i></p> <p>MCC will pilot an Advising Concierge Model with the end goal to create a model to assist students with advising and registration⁶.</p>	Positive feedback on the Student Satisfaction Survey and the MCC Employee Survey	<p>NOT MET</p> <p>Enrollment staff has discussed potential options and need for new advising model. Partially in response to awarding of Minority Male Success Initiative grant that will fund purchase and implementation of Early Alert (Aviso) software, a new Student Success committee, comprised of Enrollment staff and several faculty members, was formed in March 2019. The committee has begun to discuss the possible use of Success Coaches as advisors. Awaiting more detailed information on new Early Alert software from NCCCS.</p>	<p><u>Future Actions Planned:</u></p> <p>Carrying this outcome forward to 2019-2020.</p>

⁶ The Employee survey conducted in May 2018 identified concerns about student first-touch experiences with admission, advising, and registration.

Student Services Operational Outcomes Assessment Report

2019-2020

No.	Expected Operational Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Actions Planned
College Goal that your Operational Outcome Supports:				
Goal 1: Develop and implement instructional programs and student support services, in traditional and distance learning formats, consistent with the assessed needs of the constituent groups in the College's service area and with state, regional, and national standards.				
Goal 5: Develop, and manage human, financial, and infrastructure resources essential to fiscal stability and meeting student and community needs.				
1	<i>Continued from 2018-19</i> Streamline advising and registration. ⁷	Gather information to determine the best type of advising system feasible for MCC (remain with prescriptive advising or change to intrusive advising?)		
2	<i>Continued from 2018-19</i> Implement an alert system for potential dropouts. ⁸	Existence of functioning early alert system		
3	<i>Continued from 2018-19</i> Implement electronic transcript service for students through National Student Clearinghouse	Gather data to determine establishment and use of electronic transcript service		
4	<i>Continued from 2018-19</i> A minimum of 50% of the curriculum student files housed in the records vault will be scanned into the Etrieve system.	Gather data to determine amount of files scanned		
5	<i>New for 2019-2020</i> Increase the number of FAFSA completers by 5%	Gather data to determine number of FAFSAs completed		

⁷ The Employee survey conducted in May 2016 and 2017 identified advising and registration concerns. The Student Satisfaction Survey conducted in fall 2017 also identified student concerns for this same area.

⁸ The Employee survey conducted in May 2016 identified concerns about the College's alert system for potential dropouts.

Student Services Operational Outcomes Assessment Report

2019-2020

No.	Expected Operational Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Actions Planned
6	<i>Continued from 2018-19</i> MCC will pilot an Advising Concierge Model with the end goal to create a model to assist students with advising and registration ⁹ .	Positive feedback on the Student Satisfaction Survey and the MCC Employee Survey		
7	<i>New for 2019-2020</i> Update look and content of MCC Financial Aid webpages	Copies of documentation, videos added to website; screen shots of updated web pages		
8	<i>New for 2019-2020</i> Add a financial literacy requirement for students who have lost their financial aid and are appealing that decision	Gather statistics regarding students' attendance at financial literacy workshops, participation in online literacy programs, etc.		

⁹ The Employee survey conducted in May 2018 identified concerns about student first-touch experiences with admission, advising, and registration.

Information Technology Department Operational Outcomes Assessment Report

2018-2019

No.	Expected Operational Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Action Plan
College Goal that your Operational Outcome Supports: (Goal 2) Provide facilities, technologies, and information services that enhance student learning. (Goal 5) Develop, and manage human, financial, and infrastructure resources essential to the fiscal stability and meeting student and community needs.				
1	<i>Continued from 2017-18:</i> 100% of internal routable forms used by employees will be functional within the Softdocs document management platform.	Existence and usability of forms within Softdocs.	MET All forms previously accessed through Formation are now available online through Etrieve Central.	Future Actions Planned: This goal will not be carried forward
2	<i>New for 2018-2019</i> Student and employee access to wireless network will authenticate through Active Directory.	Ability to access wireless network with AD credentials.	NOT MET A test instance has been setup.	Future Actions Planned: This goal will be carried forward. Although a test instance has been setup, it has not been fully implemented.
3	<i>New for 2018-2019</i> Create process for new employees to receive IT services and training (email groups, phone, and permissions).	Document outlining process	MET A new form was created in Etrieve that initiates with HR. The form is then sent to the employee's supervisor where applicable rights/services are noted. IT receives the form to complete the setup and schedule training, as needed.	Future Actions Planned: This goal will not be carried forward, although improvements to the process will be made, as needed.
4	<i>New for 2018-2019</i> The MCC website will be modernized, making it more user friendly, mobile friendly, and dynamic. ¹⁰	RFP or hosting contract or approved plan to do internally	NOT MET	Future Actions Planned: This goal will be carried forward.

¹⁰ Identified on 2018 MCC Employee Survey as a top concern; also on PIO department OAR.

Information Technology Department Operational Outcomes Assessment Report

2019-2020

No.	Expected Operational Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2019-2020	Future Action Plan
College Goal that your Operational Outcome Supports: (Goal 2) Provide facilities, technologies, and information services that enhance student learning. (Goal 5) Develop, and manage human, financial, and infrastructure resources essential to the fiscal stability and meeting student and community needs.				
1	<i>Continued from 2018-2019:</i> Student and employee access to wireless network will authenticate through Active Directory	Ability to access wireless network with AD credentials.		
2	<i>Continued from 2018-2019:</i> The MCC website will be modernized, making it more user friendly, mobile friendly, and dynamic. ¹¹	RFP or hosting contract or approved plan to do internally		
3	<i>New for 2019-2020:</i> Form a risk assessment committee. <i>Goal 1 of MCC Cybersecurity Strategic Plan</i>	Committee meeting minutes.		
4	<i>New for 2019-2020:</i> Develop a set of comprehensive	Presence of policies.		

¹¹ Identified on 2018 MCC Employee Survey as a top concern; also on PIO department OAR.

Information Technology Department Operational Outcomes Assessment Report

2019-2020

No.	Expected Operational Outcome	Data Source	Met / Not Met	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2019-2020	Future Action Plan
	cybersecurity policies. This will be an ongoing process, but initial policies should include office security, handling of PII and data transmission (working with Risk Assessment Committee). <i>Goal 2 of MCC Cybersecurity Strategic Plan</i>			
5	<i>New for 2019-2020:</i> Develop a data classification policy (working with Risk Assessment Committee). <i>Goal 3 of MCC Cybersecurity Strategic Plan</i>	Presence of data classification policy.		

Institutional Effectiveness

Operational Outcomes Assessment Report

2018-2019

No.	Expected Operational Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Actions Planned
College Goal that your Operational Outcome Supports: (Goal 6) Consistent with accrediting standards and the College mission, engage in ongoing, systematic institutional planning and evidence-based assessment, resulting in continuous quality improvement and institutional effectiveness.				
1	<i>Carried forward from 2017-2018.</i> Oversee / facilitate the Fifth Year Review (including the QEP wrap-up) Process – ensure that the timeline is as closely adhered to as possible.	Updated standards for the Fifth Year with documentation attachments.	MET As of 4.1.2019, 91% of the standards have been reviewed and written. Only 4 more standards remain. Had some writers who were not adhering to timeline – after bringing to attention of President, all items were brought current and remain that way.	Future Actions Planned Will continue to follow the timeline through July – when all should be complete. Not carrying this goal forward to 2019-2020.
2	<i>Carried forward from 2017-2018.</i> Phase 2: Continue to add to the College’s dashboard located on the web. Improve the presentation and access of MCC data.	Data Dashboard changes	MET <ul style="list-style-type: none"> Added old catalogs to MCC website. 	Future Actions Planned Not carrying this goal forward. Will add anything to the data dashboard that is requested by President, Administration and/or Board of Trustees.
3	<i>New for 2018-2019</i> Explore ways in which the College can identify data points that can be used to quantify success of students (in courses, in reaching their education goal, etc.)	Informer Reports, Data Warehouse	MET <ul style="list-style-type: none"> Performance Measures analysis and action plans. Grade Distribution-Instructor Analysis Reports created and shared with VP of I – who shared with Deans and Faculty. Provide a daily then weekly course fill rate report to VP of I & President. 	Future Actions Planned Will carry this goal forward to 2019-2020 because there is still more data to be mined.

Institutional Effectiveness

Operational Outcomes Assessment Report

2018-2019

No.	Expected Operational Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Actions Planned
			<ul style="list-style-type: none"> • Lynn Epps reports to identify CCP students completing certificates, diplomas &/or degrees. • Lee Proctor request on Dental Assisting county of residence. • Non-returning students report for Lee. • Deanne Brown report to aid in retention and persistence in AHS. • Added question to Student Eval of Instruction Survey that asked them what would have helped them to be more successful in the course. 	

Institutional Effectiveness

Operational Outcomes Assessment Report

2019-2020

No.	Expected Operational Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Actions Planned
College Goal that your Operational Outcome Supports: (Goal 6) Consistent with accrediting standards and the College mission, engage in ongoing, systematic institutional planning and evidence-based assessment, resulting in continuous quality improvement and institutional effectiveness.				
1	<i>New for 2018-2019</i> Facilitate / Coordinate the Strategic Plan 2020-2025.	Forums, surveys, Meeting Minutes,		
2	<i>Carried forward from 2018-2019.</i> Explore ways in which the College can identify data points that can be used to quantify success of students (in courses, in reaching their education goal, etc.)	Informer Reports, Data Warehouse		
3	<i>New for 2019-2020</i> Continue to enhance skills in data analysis.	Professional Development records, other evidence of new tools or skills in data analysis.		

Distance Learning Operational Outcomes Assessment Report

2018-2019

No.	Expected Operational Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Actions Planned
<p>College Goal that your Operational Outcome Supports:</p> <p>Goal 1: Develop and implement instructional programs and student support services, in traditional and distance learning formats, consistent with the assessed needs of the constituent groups in the College's service area and with state, regional, and national standards.</p> <p>Goal 2: Provide facilities, technologies, and information services that enhance student learning.</p> <p>Goal 5: Develop, and manage human, financial, and infrastructure resources essential to fiscal stability and meeting student and community needs.</p>				
1	<p><i>New for 2018-2019</i></p> <p>Market the EPIC 30 Teaching Online certificate with a goal of at least 3 instructors completing per academic year.</p>	EPIC 30 completion certificate.	MET. Two instructors completed in July 2018 (Crystal Thomas and Robin Gibson). Three are registered for the section beginning June 5, 2019 (Pam Raffaldt, Amanda Beaman, Monette Ayers).	<p><u>Future Actions Planned:</u></p> <p>This goal will be carried forward. Additional faculty will be targeted to complete the training.</p>
2	<p><i>Continued from 2017-2018, with a modification.</i></p> <p>Hire a Digital Content/Multimedia Specialist.</p>	Position is filled.	MET. Hired Taylor Sarks – employment began July 1, 2018.	<p><u>Future Actions Planned:</u></p> <p>This outcome will not be carried forward.</p>
3	<p><i>New for 2018-2019</i></p> <p>Redesign/Update the DL Orientation course for students.</p>	New course in Blackboard.	PARTIALLY MET. Although the course was updated, the intended redesign was not accomplished.	<p><u>Future Actions Planned:</u></p> <p>This goal will be carried forward. The intention is to condense the course, so students can complete in less than 2 hours.</p>
4	<p><i>New for 2018-2019</i></p> <p>The Dean of Distance Education will investigate the cost to</p>	Cabinet Minutes	MET. The cost for implementation is \$18,500, with recurring cost of \$9000 per year. We are still investigating methods to do this at a reduced cost.	<p><u>Future Actions Planned:</u></p> <p>This goal will be carried forward.</p>

Distance Learning Operational Outcomes Assessment Report

2018-2019

No.	Expected Operational Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Actions Planned
	integrate Blackboard with Colleague to enhance efficiency with course creation and real-time enrollment and/or withdrawals. Further, that the Dean report her investigative findings to the Cabinet for consideration in pursuing this enhancement. *			

**This outcome was recommended by the Program Review Peer Team, after conducting a Distance Education Program Review in 2017-2018.*

Distance Learning Operational Outcomes Assessment Report

2019-2020

No.	Expected Operational Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Actions Planned
<p>College Goal that your Operational Outcome Supports:</p> <p>Goal 1: Develop and implement instructional programs and student support services, in traditional and distance learning formats, consistent with the assessed needs of the constituent groups in the College's service area and with state, regional, and national standards.</p> <p>Goal 2: Provide facilities, technologies, and information services that enhance student learning.</p> <p>Goal 5: Develop, and manage human, financial, and infrastructure resources essential to fiscal stability and meeting student and community needs.</p>				
1	<p><i>Carried forward to 2019-2020:</i></p> <p>Market the EPIC 30 Teaching Online certificate with a goal of at least 3 instructors completing.</p>	EPIC 30 completion certificate.		
2	<p><i>Carried forward to 2019-2020:</i></p> <p>Redesign/Update the DL Orientation course for students.</p>	New course in Blackboard.		
3	<p><i>Carried forward to 2019-2020:</i></p> <p>The Dean of Distance Education will investigate the cost to integrate Blackboard with Colleague to enhance efficiency with course creation and real-time enrollment and/or withdrawals. Further, that</p>	Cabinet minutes.		

Distance Learning Operational Outcomes Assessment Report

2019-2020

No.	Expected Operational Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Actions Planned
	the Dean report her investigative findings to the Cabinet for consideration in pursuing this enhancement. *			
4	<i>New for 2019-2020:</i> Create a monthly calendar (at least 2 per month) of training topics to be offered on campus to online teaching faculty.	Presence of calendar and course attendance roster.		

**This outcome was recommended by the Program Review Peer Team, after conducting a Distance Education Program Review in 2017-2018.*

Library

Operational Outcomes Assessment Report

2018-2019

No.	Expected Operational Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Actions Planned
<p>College Goal that your Operational Outcome Supports: Goal 1: Develop and implement instructional programs and student support services, in traditional and distance learning formats, consistent with the assessed needs of the constituent groups in the College's service area and with state, regional, and national standards. Goal 2: Provide facilities, technologies, and information services that enhance student learning.</p>				
1	<p><i>Continued from 2017-2018 with modification:</i></p> <p>The Director of Learning Resources will work with Dean on proposals for a circulation desk and furnishings to create a more student-centered environment in the Library.</p>	Furnishing proposals.	<p>MET</p> <p>After collaboration with the Dean, a Circulation Desk was purchased that met ADA compliance guidelines. Chairs, ottomans and end tables with charger stations were purchased, creating a more student-centered environment. Two Study Rooms were equipped with new tables, chairs and computers for group collaboration and study.</p>	<p>Future Actions Planned:</p> <p>Will not be carrying this goal forward.</p>
2	<p><i>New Goal for 2018 -2019</i></p> <p>Implement Summon (integrated search service) and do orientations for faculty and students on how to use the service.</p>	Emails and instructional orientations.	<p>MET</p> <p>Summon link was installed on Library webpage and on the MCC TechTrail link (MCC homepage). Summon usage was discussed in 100% of Library presentations, one-on-one student collaborations and all orientations (22).</p>	<p>Future Actions Planned:</p> <p>Providing Summon information in orientations and emails will continue.</p> <p>Will not be carrying this goal forward.</p>
3	<p><i>New Goal for 2018 -2019</i></p> <p>Collaborate with Early College administration to initiate a Library/Book Club for Montgomery County Early College students. Students will learn library</p>	Formation of club and minutes of meetings.	<p>MET</p> <p>MCEC administration approved organization of Library Club and approved awarding community service points to members. 25 students responded to MCEC email. Director instructed students in two phases. Phase One: literature discussions and</p>	<p>Future Actions Planned:</p> <p>Student participation will be determined by their schedules. MCEC will email new students to encourage larger membership.</p>

Library

Operational Outcomes Assessment Report

2018-2019

No.	Expected Operational Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Actions Planned
	research methods and discuss critical thinking skills in literature. Director will serve as club advisor.		training in Library of Congress subject classification. (Director assisted one student with application to Governor's School in English, he was accepted.) Phase Two: Trained students in use of library's Workflows Library system.	
4	<i>New Goal for 2018 -2019</i> Collaborate with another library on a project, (such as a speaker or reading program) to get more community patrons into the library.	Program information and Event.	NOT MET Although the Director assisted at special events at the Montgomery County Library, no events were scheduled and held at MCC.	Future Actions Planned: Develop and collaborate with an outside entity for specific programming to be held at MCC Outcome will be carried forward.
5	<i>New Goal for 2018 – 2019</i> Meet with at least 90% of faculty classes to introduce the Director to students during within the first month of the semester. Email updated librarian contact information to adjuncts, including the option of students booking one-on-one research sessions with the librarian.	Calendar of meetings/Emails to adjunct & online.	PARTIALLY MET Approximately 60 % of MCC and MCEC instructors introduced the Director to their students through classroom or Blackboard orientations. (Director introduced herself to all students when making their student ID's.)	Future Actions Planned: Continue to advertise importance of orientations and Director assistance to students through email and meetings with Faculty, working to achieve 90% success rate. Director will also request to speak at least one Faculty Senate meeting to deliver information on Library services. Outcome will be carried forward.

Library

Operational Outcomes Assessment Report

2019-2020

No.	Expected Operational Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Actions Planned
<p>College Goal that your Operational Outcome Supports: College Goal that your Operational Outcome Supports: Goal 1: Develop and implement instructional programs and student support services, in traditional and distance learning formats, consistent with the assessed needs of the constituent groups in the College's service area and with state, regional, and national standards. Goal 2: Provide facilities, technologies, and information services that enhance student learning.</p>				
1	<p><i>New Goal 2019-2020</i></p> <p>Facilitate one "Did You Know" event, Open to students, employees and the public. Recruit experts to present how-to sessions, providing information about professional and practical skills. (Contact Small Business Center about collaboration.)</p>	<p>Emails and program information.</p>		
2	<p><i>New Goal 2019 -2020</i></p> <p>iVoice project. Teaching early college students to do digital stories and share with their fellow students.</p>	<p>Emails, flyers</p>		
3	<p><i>Continued from 2018-2019.</i></p> <p>Meet with at least 90% of faculty classes to introduce the Director to students during within the first month of the semester.</p>	<p>Calendar of meetings/Emails to adjunct & online.</p>		

Library

Operational Outcomes Assessment Report

2019-2020

No.	Expected Operational Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Actions Planned
	Email updated librarian contact information to adjuncts, including the option of students booking one-on-one research sessions with the librarian.			
4	<i>Continued from 2018-2019.</i> Collaborate with another organization on a project, (such as a speaker or reading program) to get more community patrons into the library	Program information and event.		

Prison Programming Operational Outcomes Assessment Report

2018-2019

No.	Expected Operational Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Actions Planned
College Goal that your Operational Outcome Supports: <i>Develop and implement instructional programs and student support services, in traditional and distance learning formats, consistent with the assessed needs of the constituent groups in the College's service area and with state, regional, and national standards.</i>				
1	<i>Continued from 17-18</i> Research diploma programs that last at least one year to improve retention rates.	Informer Report evidencing new programs and enrollment in same.	NOT MET	Future Actions Planned: Have created a specific goal (outcome) for 2019-2020 that reads: "Implement the Peer Support Specialist Certification at the Maximum Unit thru the Human Services Associate Degree program."
2	<i>New for 18-19</i> Develop & implement Small Appliance Repair Program.	Informer Reports of enrollment.	Partially Met Program developed but not implemented.	Future Actions Planned: To be implemented in Fall 2019 Not carrying this outcome forward.
3	<i>New for 18-19</i> Explore additional programs to meet the needs of the changing population at SCI.	Various (NCCCS, NC Works, NC Dept. of Commerce.	MET NCDPS suggested we implement the Peer Support Specialist certification as well as additional classes that are related to offer a certificate/diploma program	Future Actions Planned: Have created a specific goal (outcome) for 2019-2020 that reads: "Implement the Peer Support Specialist Certification at the Maximum Unit thru the Human Services Associate Degree program."

Prison Programs Operational Outcomes Assessment Report

2019-2020

No.	Expected Operational Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Actions Planned
College Goal that your Operational Outcome Supports: Provide facilities, technologies, and information services that enhance student learning				
1	<i>New for 2019-20</i> Implement a new HVAC Certificate to be offered at the minimum unit.	Curriculum Program of Study Approval email from Teresa Hudson and/or Catalog entry evidencing new HVAC certificate		
2	<i>New for 2019-20</i> Implement an Apprenticeship program at the minimum unit in Facility Maintenance; allowing inmates to work and receive certification.	Announcement about Apprenticeship program at minimum security unit and/or Enrollment Report (Informer) in the new apprenticeship program		
3	<i>New for 2019-20</i> Implement the Peer Support Specialist Certification at the Maximum Unit thru the Human Services Associate Degree program.	Curriculum Program of Study Approval email from Teresa Hudson and/or Catalog entry evidencing new Peer Support Specialist certificate		

Professional Development Operational Outcomes Assessment Report

2018-2019

No.	Expected Operational Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Actions Planned
College Goal that your Operational Outcome Supports: Goal 4: Create a culture for employing and retaining quality faculty and staff to support student success.				
1	<p><i>Continued from 17-18:</i></p> <p>Professional Development Director will investigate grant opportunities to fund future professional development offerings.</p>	Grant application	<p>MET</p> <p>Met with Director of Resource Development twice to investigate grant opportunities from Foundation. Informed that money was already available in Library funds to use for any project. Applied for and received materials and books from the National Institute of Health that are applicable for P.D. use. Applied for NCLA Diversity Grant, (those chosen announced in August). Applied to Scholastic Books for speaker.</p>	<p>Future Actions Planned:</p> <p>Apply for more grants that are directly related to professional development.</p> <p>Carried forward with modifications.</p>
2	<p><i>Continued from 17-18, with modification:</i></p> <p>Send quarterly employee survey for input for professional development. Survey questions will be altered to discover best method for collecting value input.</p>	Survey results	<p>Partially Met</p> <p>Sent out surveys after Quality Trails. First survey – 14 respondents. Second survey – 22 respondents. Satisfaction with events was 95%.</p>	<p>Future Actions Planned:</p> <p>After discussion with the Professional Development Team, Director will send out two professional development surveys.</p> <p>Outcome will not be carried forward.</p>
3	<p><i>New goal for 18 -19:</i></p> <p>Create a weekly webinar series to be offered on campus.</p>	Calendar	<p>Partially Met</p> <p>Wording of goal was misstated. Goal should have read, "Send weekly webinar offerings ..."</p>	<p>Future Actions Planned:</p> <p>Keep up the P.D. monthly calendar and alert employees to all available PD opportunities.</p>

Professional Development Operational Outcomes Assessment Report

2018-2019

No.	Expected Operational Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Actions Planned
			<p>Director did: 1. Set up a monthly P.D. Calendar with an average of 3 webinars per day.</p> <p>2. Sent out 29 'personal' emails (job related webinars/courses) to employees. 3. Sent out notifications of 24 available workshops (NC Net/ Small Business/ etc.) 4. Responded to 16 questions asking for assistance directly related to P.D.</p> <p>5. Sent out 26 additional webinar notifications related to education/colleges through emails.</p>	Outcome will not be carried forward.

Public Information Office Operational Outcomes Assessment Report

2018-2019

No.	Expected Operational Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Actions Planned
College Goal that your Operational Outcome Supports: Develop, and manage human, financial, and infrastructure resources essential to fiscal stability and meeting student and community needs.				
1	<i>New for 2018-2019</i> Update/create promotional videos for 3-4 programs per year until all programs have new videos.	Three to four new videos posted online.	NOT MET Only two - Business Administration, Office Administration program - videos created. Also created four 30-second animated videos for programs to post on Instagram and Facebook.	Future Actions Planned: Continue this goal until videos are created for each program. Revising wording to: <i>At least two-to-three programs will have new videos made that can be used for marketing purposes.</i>
2	<i>New for 2018-2019</i> Increase the use of video in social media postings by 20% by: Utilizing new Instagram account in addition to Facebook to post videos. Provide professional development to faculty at Quality Trails conference to show instructors how to collect and post live video to social media accounts.	Use Google Analytics on social media accounts to compare 2017-18 to 2018-19 video postings.	MET Provided "Using Social Media to Promote Your Program" session for fall 2018 Quality Trails conference. Collected program briefs to use for creating 30-second animated videos for each program for use on Instagram. So far, created 4 videos. 40 videos were posted to Instagram and 15 were posted to Facebook. There were no benchmarks for Instagram as the account was created in April 2018, however on Facebook, 16 videos were posted in 2017-2018. If we take Facebook and Instagram combined, this goal was met. Facebook and Instagram analytics do not allow for going back a year. Posts had to be sorted manually and this was not a good use of time. I will continue to thoughtfully utilize video when appropriate and in a way that garners activity to our social media sites.	Future Actions Planned: Not carrying this outcome forward.

Public Information Office

Operational Outcomes Assessment Report

2018-2019

No.	Expected Operational Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Actions Planned
3	<p><i>New for 2018-2019</i></p> <p>Conduct SWOT analysis with the Marketing Team and key individuals within the institution to provide baseline data to create an internal customer-service-oriented marketing strategy. Compare analysis with data provided in annual employee surveys over the past two-three years for trends.</p>	SWOT Analysis with cross-reference to employee survey	<p>Partially MET</p> <p>SWOT analysis conducted. Results were compiled. Have not yet cross-referenced with employee survey. To be continued.</p>	<p>Future Actions Planned:</p> <p>Continue this goal until a sustainable, enforceable strategy is in place that will address customer service on an ongoing basis and it is built into the culture of the college. Goal will be combined with #4 (below) into a single goal to read: An internal customer-service marketing strategy will be written based on 2018-19 SWOT analysis and key employee survey issues and will be presented to key administrators for input/adoption.</p>
4	<p><i>New for 2018-2019</i></p> <p>Meet with administration to discuss SWOT analysis data and to discuss sustainable strategies that could be built into daily routines. Outline a possible plan for first steps.</p>	Minutes from meetings and strategies discussed. Plan outline.	<p>Partially MET</p> <p><i>See above. To be continued.</i></p>	<p>Future Actions Planned:</p> <p>Continue goal until steps for implementation are adopted by administration. Goal will be combined with #3 (above) into a single goal to read: An internal customer-service marketing strategy will be written based on 2018-19 SWOT analysis and key employee survey issues and will be presented to key administrators for input/adoption.</p>
5	<p><i>New for 2018-2019</i></p> <p>The MCC website will be modernized, making it</p>	RFP or hosting contract or approved plan to do internally	<p>NOT MET</p> <p>RFPs solicited from other community college rendered a single response that was beyond the scope of our project. Did preliminary work with the Marketing Team and other stakeholders to determine what they wanted the new website to do/look like. Will use this data to draw up our own</p>	<p>Future Actions Planned:</p> <p>Continue goal until new website has been completed.</p>

Public Information Office Operational Outcomes Assessment Report

2018-2019

No.	Expected Operational Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Actions Planned
	more user friendly, mobile friendly, and dynamic. ¹²		RFP. In the meantime, all requests for web page updates have been accommodated. Our current template does not allow for a more mobile friendly site. That will require a new website.	

Public Information Office Operational Outcomes Assessment Report

2019-2020

No.	Expected Operational Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Actions Planned
College Goal that your Operational Outcome Supports: Develop, and manage human, financial, and infrastructure resources essential to fiscal stability and meeting student and community needs.				
1	<i>Continued from 2018-2019, with wording modification:</i> At least two-to-three programs will have new videos made that can be used for marketing purposes.	New videos made and posted online.		
2	<i>Continued from 2018-2019, with wording modification:</i> An internal customer-service marketing strategy will be	A written, internal customer-service-oriented marketing strategy that will be included in job descriptions, new employee orientations, regular		

¹² Identified on 2018 MCC Employee Survey as a top concern; also on IT department OAR.

Public Information Office Operational Outcomes Assessment Report

2019-2020

No.	Expected Operational Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Actions Planned
	written based on 2018-19 SWOT analysis and key employee survey issues and will be presented to key administrators for input/adoption.	professional development, and performance appraisals.		
3	<i>Continued from 2018-2019:</i> MCC website will be updated to be more user-friendly, mobile friendly, and dynamic. ¹³	RFP completed and bids solicited. Website audit begun.		

¹³ Identified on 2018 MCC Employee Survey as a top concern; also on IT department OAR.

Resource Development Operational Outcomes Assessment Report

2018-2019

No.	Expected Operational Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Actions Planned
College Goal that your Operational Outcome Supports: Goal 5 – Develop and manage human, financial, and infrastructure resources essential to fiscal stability and meeting student and community needs.				
1	Adapted from 17-18 Review the current scholarship procedure and look for areas and ways to improve the current process.	Scholarships recipients.	MET Over the past year, I was able to thoroughly see the scholarship process. Financial aid had developed a very useful spreadsheet that is utilized between both departments. While there are many moving parts, it ran very smoothly this past year.	Future Actions Planned: Will not carry this goal forward next year. Although I will always look for ways to improve the scholarship process.
2	Seek grant related professional development and research grant database software.	Number of submitted grant requests.	Partially Met I have not been able to find the time to complete focused grant training. However, the college did purchase a grant database software subscription to Foundation Directory Online. I hope to utilize this program more in 2019.	Future Actions Planned: Seek more grant training opportunities. Utilize Foundation Directory Online.
3	Establish new fundraising techniques that increase the touch with donors and alumni.		MET The 2018 Annual Fund Drive featured a new format for and the 2019 Annual Fund Drive featured a student success story. The end of year thank you cards also included a small gift of a custom sticky note set for donors.	Future Actions Planned: Will not carry this goal forward to next year because it is a continuous process. It is a very important part of fundraising.
College Goal that your Operational Outcome Supports: Goal 3 – Support businesses, industries, and community initiatives through educational services that facilitate economic growth and workforce training.				

Resource Development Operational Outcomes Assessment Report

2018-2019

No.	Expected Operational Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2018-2019
			Assessment Results / Analysis of Results 2018-2019	Future Actions Planned
1	<p><i>Continued from 17-18</i></p> <p>Conduct at least one Friendraising event for the community – Friends of NRA Luncheon, Lions Club dinner.</p>	Number of Community attending	<p>MET</p> <p>The Foundation hosted a Lions Club (Appx 10 attending) meeting at MCC and the Foundation also attended a Star Heritage Meeting in Star (appx 15 attending)</p>	<p>Future Actions Planned:</p> <p>Will not carry this goal forward to next year. MCC will always seek out ways to have a presence in the community.</p>

Resource Development Operational Outcomes Assessment Report

2019-2020

No.	Expected Operational Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Actions Planned
<p>College Goal that your Operational Outcome Supports: <i>Goal 5 – Develop and manage human, financial, and infrastructure resources essential to fiscal stability and meeting student and community needs.</i></p>				
1	<p><i>New for 19-20</i></p> <p>Increase Alumni Support and contacts.</p>	Activities with and/or mailings to alumni		
2	<p><i>Adapted from 18-19</i></p> <p>Seek grant related professional development.</p>	Number of submitted grant requests.		

Resource Development Operational Outcomes Assessment Report

2019-2020

No.	Expected Operational Outcomes	Data Source	MET/NOT MET	Actions Taken/Improvements Made Based on Results of 2019-2020
			Assessment Results / Analysis of Results 2019-2020	Future Actions Planned
3	<i>New for 19-20</i> Update Policies and Procedures for the Foundation, located in the MCC Board Policy Manual.	MCC Board Policy Manual		
College Goal that your Operational Outcome Supports: Goal 3 – Support businesses, industries, and community initiatives through educational services that facilitate economic growth and workforce training.				
1	<i>New for 19-20</i> Support the partnership and development of the CTE Building.	Activities and/or information sharing related to CTE building		

Appendix A – New Positions Approved

July 1, 2018 to June 30, 2019

Position	Requested BY	Department	Board of Trustees Approved
Controller	Vice President of Administrative Services	Business Office	September 12, 2018
AD Nursing Instructor	Vice President of Instruction	Curriculum	March 13, 2019
Welding Instructor	Vice President of Instruction	Curriculum	March 13, 2019
Facilities Maintenance Instructor	Vice President of Instruction	Curriculum	March 13, 2019
Machining Instructor	Vice President of Instruction	Curriculum	March 13, 2019
Culinary Instructor	Vice President of Instruction	Curriculum	March 13, 2019
Automotive Instructor	Vice President of Instruction	Curriculum	March 13, 2019
Sustainable Agriculture Instructor	Vice President of Instruction	Curriculum	March 13, 2019
Masonry Instructor	Vice President of Instruction	Curriculum	March 13, 2019
Chemistry Instructor	Vice President of Instruction	Curriculum	March 13, 2019
Communications / English Instructor	Vice President of Instruction	Curriculum	March 13, 2019
Educational Technical Assistant	Vice President of Instruction	Curriculum	June 12, 2019
Distance Learning Coordinator	Dean, Technology & Learning Resources	Distance Education	June 12, 2019